

**U.S. GENERAL SERVICES
ADMINISTRATION**



**FY 2011
CONGRESSIONAL
JUSTIFICATION**

U.S. General Services Administration

SUMMARY of the FY 2011 REQUEST

Fiscal Year 2011 Budget Request

CONTENTS

Summary of the Request	2
Federal Buildings Fund	2
GSA Operating Appropriations	4
GSA Mission and Goals.....	6
Summary of Requested Appropriations Action	7
Total Obligations by Object Classification.....	8
Explanation of Changes, Federal Buildings Fund.....	9
Explanation of Changes, GSA Operating Appropriations	10

U.S. General Services Administration
Summary of the FY 2011 Request

Summary of the Request

The FY 2011 budget of the U.S. General Services Administration (GSA) requests \$675 million in discretionary budget authority. This is an increase of \$80 million above the amount provided in the FY 2010 enacted level. Within the aggregate request, \$354 million is requested as net budget authority for the Federal Buildings Fund, and \$321 million is requested for GSA's operating appropriations.

Summary of Discretionary Budget Authority

(Dollars in Thousands)

	FY 2009 Enacted	FY 2010 Current	FY 2011 Request
Discretionary Budget Authority (BA):			
<i>Presidential Transition Appropriation</i>	\$ 8,520	\$ 0	\$ 0
<i>FBF Net Budget Authority</i>	335,338	328,742	354,000
<i>Operating Appropriations</i>	218,253	265,817	320,861
GSA Discretionary BA, Regular Approps:	\$ 562,111	\$ 594,559	\$ 674,861
<i>Recovery Act Appropriations</i>	5,857,000	0	0
GSA Total Discretionary Budget Authority:	\$ 6,419,111	\$ 594,559	\$ 674,861

Federal Buildings Fund

GSA requests \$9,154 million in New Obligational Authority (NOA) for the Federal Buildings Fund, an increase of \$610 million over the FY 2010 enacted level. GSA requests an appropriation to the Fund of \$291.9 million to supplement anticipated revenues of \$8,871 million.

Federal Buildings Fund, Request for New Obligational Authority

(Dollars in Thousands)

	FY 2009 Enacted	FY 2010 Current	FY 2011 Request
Construction & Acquisition of Facilities	\$ 736,317	\$ 894,037	\$ 676,362
Repairs and Alterations	724,234	413,776	703,467
Installment Acquisition Payments	149,570	140,525	135,540
Rental of Space	4,642,156	4,804,871	5,291,946
Building Operations	2,197,354	2,290,376	2,346,348
New Obligational Authority	\$ 8,449,631	\$ 8,543,585	\$ 9,153,663
<i>Net Budget Authority</i>	335,338	328,742	354,000
FBF Appropriation	\$ 651,198	\$ 537,900	\$ 291,900

GSA's request for the Federal Buildings Fund would support a capital investment program of \$1.38 billion, including \$676 million for New Construction and Acquisition and \$703 million for Repairs and Alterations.

FY 2011 Capital Investment Program
(Dollars in Thousands)

CONSTRUCTION AND ACQUISITION Program (in priority order, dollars in thousands):

Executive Agencies:

Washington, DC St. Elizabeths DHS Consolidation and Development.....	\$ 267,675
Washington, DC St. Elizabeths West Campus Infrastructure.....	99,281
Washington, DC St. Elizabeths Historic Preservation Mitigation.....	4,990
Washington, DC St. Elizabeths Highway Interchange.....	8,350
White Oak, MD Food and Drug Administration Consolidation.....	173,773
Lakewood, CO, Denver Federal Center Remediation.....	7,957
Detroit, MI P.V. McNamara Federal Building FBI Garage.....	3,658
Martinsburg, WV IRS Annex (Purchase).....	<u>24,767</u>
Subtotal, Executive Agencies.....	\$ 590,451

Land Ports of Entry:

Calexico, CA, Calexico West United States Land Port of Entry.....	\$ 84,359
Calais, ME Ferry Point United States Land Port of Entry.....	<u>1,552</u>
Subtotal, Land Ports of Entry.....	\$ 85,911

New Obligational Authority, CONSTRUCTION AND ACQUISITION Program..... \$ 676,362

REPAIRS AND ALTERATIONS Program (in priority order, dollars in thousands):

Non-Prospectus (Basic) Repairs and Alterations Program..... \$ 335,297

Full Scope Repairs and Alterations:

Indianapolis, IN Major General Emmett J. Bean Federal Center.....	\$ 65,813
Van Nuys, CA James C. Corman Federal Building.....	11,039
New York, NY Daniel Patrick Moynihan United States Courthouse.....	28,000
Richmond, CA Frank Hagel Federal Building.....	<u>113,620</u>
Subtotal, Full Scope Repairs and Alterations Projects.....	\$ 218,472

Major Repairs and Alterations Design Program:

Washington, DC West Wing Design Phase II.....	\$ 6,245
Los Angeles, CA Federal Building / Parking Garage (FBI).....	51,217
San Diego, CA Edward J. Schwartz U.S. Courthouse and Federal Building (ICE).....	22,336
Washington, DC E. Barrett Prettyman United States Courthouse.....	<u>22,900</u>
Subtotal, Major Repairs and Alterations Design Program.....	\$ 102,698

Special Emphasis Programs:

Energy and Water Retrofit and Conservation Measures.....	\$ 20,000
Fire Prevention Program.....	20,000
Wellness and Fitness Program	<u>7,000</u>
Subtotal, Special Emphasis Programs.....	\$ 47,000

New Obligational Authority, REPAIRS AND ALTERATIONS Program..... \$ 703,467

GSA Operating Appropriations

GSA requests \$321 million for seven operating appropriations, an increase of \$55 million over the FY 2010 enacted level. In total, \$45.4 million of the requested increase would provide funds to support government-wide efforts to improve Federal contracting through investments in information technology (IT) and the acquisition workforce. An additional \$2.6 million is requested for annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise, cost increases for inflation, and \$10 million is requested to provide for modest increases to various programs, which are detailed below. Requested increases are off-set by \$2.9 million in reductions to non-recur several one-time increases provided in the FY 2010 enacted level.

Operating Appropriations, Request for New Budget Authority

(Dollars in Thousands)

	FY 2009 Enacted	FY 2010 Current	FY 2011 Request
Government-wide Policy	\$ 54,578	\$ 59,665	\$ 85,121
Operating Expenses	70,645	72,881	72,203
Office of the Inspector General	54,000	59,000	62,905
Electronic Government Fund	0	34,000	35,000
Former Presidents	2,934	3,756	3,907
Federal Acquisition Workforce Initiatives	0	0	24,900
Federal Citizen Services Fund	36,096	36,515	36,825
Total Budget Authority	\$ 218,253	\$ 265,817	\$ 320,861

Note: FY 2009 budget authority excludes \$8.52 million appropriated to the Presidential Transition appropriation, the Recovery Act transfer of \$4 million to the Government-wide Policy appropriation, and \$7 million in Recovery Act appropriations to the Office of Inspector General.

Program Increases:

- GSA requests a net increase of \$25.5 million and 14 FTE to the Government-wide Policy appropriation, including:
 - (1) \$20,500 thousand for modernization and upgrades to government-wide information systems managed and supported by GSA. Funds provided will be used to increase system capacity, improve data quality, and lower operating cost in the future years for multiple Federal systems, focusing on the Integrated Acquisition Environment (IAE), but also potentially including the Federal Real Property Profile, USASpending.gov, and the Regulatory Combined Information System (ROCIS).
 - (2) \$4,000 thousand and 9 FTE, for salaries and expenses of the Office of Federal High-Performance Green Buildings. GSA is requesting permanent funding to continue the activities funded by the American Recovery and Reinvestment Act of 2009 (Public Law 111-5, "Recovery Act"). This office fulfills responsibilities assigned to GSA by the Energy Independence and Security Act of 2007 (Public Law 110-140, "EISA").

- (3) *\$900 thousand and 2 FTE to manage substantially increased workload in Federal Advisory Committee Act (FACA) activities, as a result of new Executive Branch requirements regarding transparency and open Government;*
 - (4) *\$737 thousand and 2 FTE to transfer in and assume responsibility of Forms.gov from the U.S. Small Business Administration, who will transfer ownership to GSA in FY 2011; and*
 - (5) *\$125 thousand and 1 FTE for OGP, to provide staffing support for the government-wide Central Contractor Registration (CCR) system after it is transferred in and OGP assumes responsibility from the Department of Defense, in FY 2010.*
- GSA requests an increase of \$3.9 million and 4 FTE to the Office of Inspector General appropriation, including:
 - (1) *\$2.1 million for various expenditures associated with OIG IT systems, including the relocation of the OIG secure computer room (\$800 thousand), the development of an Administrative Management System (\$750 thousand), and the construction of a new file and print sharing network (\$500 thousand); and*
 - (2) *\$1.1 million and 4 FTE to perform a variety of real-time and high-impact inspections and evaluations.*
 - GSA requests an increase of \$24.9 million to establish a new appropriation for Federal Acquisition Workforce Initiatives. This new appropriation account would provide for inter-agency initiatives and projects to foster and promote the development of the acquisition workforce, including:
 - (1) *\$7.9 million for salaries, curriculum development, competency management, certification management and career management;*
 - (2) *\$6 million to create and maintain the contractor inventory database required by section 743 of Public Law 111-117;*
 - (3) *\$6 million for human capital support;*
 - (4) *\$3 million for the management of acquisition workforce data and information technology needs related to the acquisition workforce initiative; and*
 - (5) *\$2 million to conduct a study of current and future acquisition workforce needs.*

GSA Mission and Goals

In early FY 2010, GSA established three new strategic goals: Innovation, Customer Intimacy, and Operational Excellence. These goals reflect GSA's vision of serving as the common acquisition platform for Federal agencies, by providing innovative solutions that include products, services, workspace, and expertise to make a more effective Government. GSA has also established three high-priority performance goals that will deliver meaningful progress towards achieving our new strategic goals and can be accomplished in the next 12 to 24 months.

GSA MISSION

GSA leverages the buying power of the Federal government to acquire best value for taxpayers and our Federal customers.

STRATEGIC GOALS

- *Innovation.*—GSA will be an innovation engine for the Government. We will use our government-wide perspective and expertise, our centralized procurement and property management role, and our unique statutory authorities to take chances that others are not positioned to take. This includes deploying advanced technology vehicles in the Federal motor vehicle fleet and testing cutting-edge, green technologies in Federal buildings.
- *Customer Intimacy.*—GSA will seek an intimate understanding of and resonance with our customers in order to serve with integrity, creativity, and responsibility. This includes developing strategic partnerships with industry and with other Federal agencies to develop new and innovative tools for increasing collaboration and engaging citizens in the business of Government.
- *Operational Excellence.*—GSA is an effective steward of Federal assets and taxpayer dollars, and we will seek continuous improvement in our operations. This includes developing the acquisition workforce and deploying electronic tools to support the reform of Federal contracting, and originating and fine-tuning the government-wide policies necessary for a truly modern Federal government.

AGENCY HIGH-PRIORITY GOALS

1. GSA will further green our Fleet inventory and that of our largest customer, the U. S. Army, by collaborating to provide 1,000 low-speed electric vehicles by September 30, 2011.
2. GSA will provide agile technologies and expertise for citizen-to-government interaction that will achieve unprecedented transparency and build innovative solutions for a more effective, citizen driven government.
3. GSA will identify at least three demonstration projects during FY 2010 to begin designing toward zero net energy footprint using the principles of the Living Building Challenge.

U.S. General Services Administration
Summary of the FY 2011 Request

Summary of Requested Appropriations Action

(Dollars in Thousands)

	<u>FY 2009 Enacted</u>	<u>FY 2010 Current</u>	<u>FY 2011 Request</u>
<i>Federal Buildings Fund (FBF), New Obligational Authority:</i>			
Construction & Acquisition of Facilities	\$ 736,317	\$ 894,037	\$ 676,362
Repairs and Alterations	724,234	413,776	703,467
Installment Acquisition Payments	149,570	140,525	135,540
Rental of Space	4,642,156	4,804,871	5,291,946
Building Operations	2,197,354	2,290,376	2,346,348
Subtotal, New Obligational Authority	\$ 8,449,631	\$ 8,543,585	\$ 9,153,663
<i>FBF Net Budget Authority</i>	335,338	328,742	354,000
FBF Appropriation	\$ 651,198	\$ 537,900	\$ 291,900
<i>Operating Appropriations, Budget Authority:</i>			
Governmentwide Policy	\$ 54,578	\$ 59,665	\$ 85,121
Operating Expenses	70,645	72,881	72,203
Office of the Inspector General	54,000	59,000	62,905
Electronic Government Fund	0	34,000	35,000
Former Presidents	2,934	3,756	3,907
Federal Acquisition Workforce Initiatives	0	0	24,900
Federal Citizen Services Fund	36,096	36,515	36,825
Subtotal, Operating Appropriations	\$ 218,253	\$ 265,817	\$ 320,861
<i>Presidential Transition Appropriation</i>	8,520	0	0
Total, Annual appropriations	\$ 226,773	\$ 265,817	\$ 320,861
<i>Recovery Act Appropriations:</i>			
Federal Buildings Fund	\$ 5,546,000		
Motor Vehicle Fleet Procurement	300,000		
Office of Fed. High-Performance Green Bldgs	4,000		
Office of Inspector General	7,000		
Subtotal, Recovery Act Appropriations	\$ 5,857,000		
TOTAL, BA and NOA	\$ 14,533,404	\$ 8,809,402	\$ 9,474,524
FULL-TIME EQUIVALENTS (FTE)	11,995.0	13,020.0	13,311.0

Note: FY 2009 New Obligational Authority include an approved reprogramming of \$31.86 million to Repairs and Alterations and -\$10 million to Construction and Acquisition.

U.S. General Services Administration
 Summary of the FY 2011 Request

Total Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-time, permanent.....	\$ 1,048,835	\$ 1,157,087	\$ 1,208,784
11.3 Other than full-time permanent.....	1,649	1,832	2,035
11.5 Other personnel compensation.....	49,823	54,078	56,807
11.8 Special personal services payments..	5,591	1,198	1,036
12.1 Civilian personnel benefits.....	292,741	325,374	337,102
13.0 Benefits for former personnel.....	1,403	1,682	1,617
21.0 Travel and transportation of persons.	48,116	56,541	57,287
22.0 Transportation of things.....	52,689	64,449	64,588
23.1 Rental payments to GSA.....	87,661	87,218	88,680
23.2 Rental payments to others.....	4,916,128	5,067,941	5,292,178
23.3 Communications, utilities, and misc..	518,329	568,316	563,709
24.0 Printing and reproduction.....	6,449	12,129	10,954
25.1 Advisory and assistance services.....	2,262,390	2,608,860	2,384,099
25.2 Other services.....	5,846,788	5,610,876	5,726,336
25.3 Goods & services from Gov't accts....	901,455	682,331	632,317
25.4 Operation & maintenance of facilities.	514,124	440,768	442,974
25.6 Medical care.....	13	45	45
25.7 Operation & maintenance of equip...	38,370	49,353	49,641
26.0 Supplies and materials.....	3,415,633	3,902,124	3,946,111
31.0 Equipment.....	841,552	899,903	933,226
32.0 Land and structures.....	2,395,239	5,829,424	2,352,259
33.0 Investments and loans.....	716	251	252
41.0 Grants, subsidies, and contributions..	232	1,234	234
42.0 Insurance claims and indemnities.....	659	118	119
43.0 Interest and dividends.....	179,776	168,249	146,640
99.0 Total, obligations.....	\$ 23,426,361	\$ 27,591,383	\$ 24,299,029
<i>Subtotal, PC&B.....</i>	<i>1,400,042</i>	<i>1,541,251</i>	<i>1,607,381</i>
<i>Subtotal, Non-labor.....</i>	<i>22,026,319</i>	<i>26,050,132</i>	<i>22,691,648</i>

Explanation of Changes, Federal Buildings Fund
(New Obligational Authority, Dollars in Thousands)

	Construction and Acquisition	Repairs and Alterations	Installment Acquisition Payments	Rental of Space	Building Operations	TOTAL
FY 2010 Budget Request	\$ 894,037	\$ 413,776	\$ 140,525	\$ 4,804,871	\$ 2,290,376	\$ 8,543,585
Change in Construction for Executive Agencies	136,943					\$ 136,943
Change in Construction for Land Ports of Entry	-65,218					-\$ 65,218
Change in Construction for Judiciary	-289,400					-\$ 289,400
Change in Basic R&A program		75,297				\$ 75,297
Change in Line-Item R&A program		88,696				\$ 88,696
Increase in Line-Item R&A Design program		102,698				\$ 102,698
Change in Special Emphasis programs		23,000				\$ 23,000
Increase in Capitalized Interest Payments			175			\$ 175
Decrease in Interest Payments			-5,160			-\$ 5,160
Unobligated balance used for FY 2010 requirements				154,839		\$ 154,839
Annualization of FY 2010 Lease Expansions & Program Changes				123,684		\$ 123,684
Rental Rate Increases				101,507		\$ 101,507
Lump Sum Payments for real estate taxes and lease buyouts				194,760		\$ 194,760
Lease Cancellations				-110,052		-\$ 110,052
Lease Expansions (other than indefinite)				22,337		\$ 22,337
Annualization of FY 2010 Pay Increase (2.0%)					3,298	\$ 3,298
Pay Increase (1.4%), Effective January, 2011					12,369	\$ 12,369
Increase Cost of Supplies, Materials, & Service Contracts (0.5%)					8,722	\$ 8,722
Increase in Contract Labor Rates - Cleaning & Maintenance					15,597	\$ 15,597
Building Services in New Space					24,178	\$ 24,178
Decreased Costs of Utilities and Fuel Rates					-9,935	-\$ 9,935
Increase for Information Technology Investments					1,743	\$ 1,743
FY 2011 Budget Request	\$ 676,362	\$ 703,467	\$ 135,540	\$ 5,291,946	\$ 2,346,348	\$ 9,153,663

U.S. General Services Administration
Summary of the FY 2011 Request

Explanation of Changes, GSA Operating Appropriations

(Budget Authority, Dollars in Thousands)

	GP		OE		OIG		EG		FP		FAWI		FCS		TOTAL	
	FTE request	\$	FTE request	\$	FTE request	\$	request	\$	request	\$	FTE request	\$	FTE request	\$	FTE request	\$
FY 2010 Enacted Level	173.0	\$59,665	354.0	\$72,881	316.0	\$59,000	\$34,000	\$3,756	0.0	\$0	86.0	\$36,515	929.0	\$265,817		
Maintaining Current Levels																
Annualize FY 2010 Payraise (2.0%)	133		220		212				0		60		625			
FY 2011 Pay Increase (1.4%)	280		466		445				0		128		1,319			
Inflation (0.5%)	181		136		118				0		122		557			
Benefits for Former Presidents								8					8			
Personnel Benefits for FP Clinton								34					34			
Rent for FPs Clinton & G.W. Bush								21					21			
Program Decreases:																
Non-recur FY 2010 One-time Costs	-1,400		-1,500					-22					-2,900			
FPs Carter & Clinton Goods & Svcs																
Program Increases:																
Modernize Govt-wide systems	20,500												20,500			
Office of Fed. H-P Green Buildings	9.0	4,000											9.0	4,000		
FACA Transparency Workload	2.0	900											2.0	900		
Transfer in Forms.gov from SBA	2.0	737											2.0	737		
Transfer in CCR from DoD	1.0	125											1.0	125		
IT investments					2,050								2,050			
Staffing Increases					4.0	1,080							4.0	1,080		
New e-Gov Projects and Initiatives							1,000						1,000			
Increase for FP Bush IT Equipment								110					110			
Improve the Acquisition Workforce									10.0	24,900			10.0	24,900		
FY 2011 Budget Request	187.0	\$85,121	354.0	\$72,203	320.0	\$62,905	\$35,000	\$3,907	10.0	\$24,900	86.0	\$36,825	957.0	\$320,861		

GP: Government-wide Policy
EG: Electronic Government Fund
OE: Operating Expenses
FP: Former Presidents
OIG: Office of Inspector General
FAWI: Federal Acquisition Workforce Initiatives Fund
FCS: Federal Citizen Services Fund

U.S. General Services Administration

FEDERAL BUILDINGS FUND

Fiscal Year 2011 Budget Request

CONTENTS

Summary of the Request.....	2
Schedule of Resources, New Obligational Authority, and Fund Balance.....	4
Crosswalk of FY 2009 New Obligational Authority	5
Indefinite Authority	5
Appropriations Language.....	6
Analysis of Language Provisions and Changes.....	9
Five Year Appropriations History	11
Obligations by Object Classification.....	12
Obligations by Program	13
Summary of Total Inventory.....	14
FY 2011 Capital Program	15
Construction and Acquisition of Facilities.....	15
Repairs and Alterations.....	25
Program Description, Public Building Service.....	34
New Construction.....	36
Leasing	38
Rental of Space, Explanation of Changes	41
Rental of Space, Delegation Obligations	41
Asset Management	42
Building Operations, Explanation of Changes	44
Building Operations, Explanation of Changes by Program.....	46
Installment Acquisition Payments.....	47
Schedule of Indefinite Authorities	48

Summary of the Request

The Federal Buildings Fund (FBF) is an intra-governmental revolving fund that finances real property management and related activities of the Public Buildings Service (PBS). Principal activities include the operation, maintenance, and repair of GSA-owned and leased buildings, and the construction of Federal buildings, courthouses, and land ports of entry.

The FBF is financed by income from rent charged to occupants of GSA-controlled space. The charges are required by law to approximate commercial rates for comparable space and services. In addition, Congress may appropriate monies from the general funds of the Treasury to the FBF, as it deems necessary. The FBF is subject to annual enactment of New Obligational Authority (NOA), a limitation on the use of revenue, by Congress.

In fiscal year 2011, GSA is requesting **total NOA of \$9,153,663 thousand** for this account, to be financed by revenues collected and **an appropriation to the Fund of \$291,900 thousand**. The funds requested would finance a \$1,379,829 thousand capital investment program, including **(1) \$676,362 thousand for New Construction and Acquisition** and **(2) \$703,467 thousand for Repairs and Alterations**, provide for the following projects:

CONSTRUCTION AND ACQUISITION Program (in priority order, dollars in thousands):

Executive Agencies:

Washington, DC St. Elizabeths DHS Consolidation and Development.....	\$ 267,675
Washington, DC St. Elizabeths West Campus Infrastructure.....	99,281
Washington, DC St. Elizabeths Historic Preservation Mitigation.....	4,990
Washington, DC St. Elizabeths Highway Interchange.....	8,350
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Calais, ME Ferry Point United States Land Port of Entry.....	<u>1,552</u>
Subtotal, Land Ports of Entry.....	\$ 85,911

New Obligational Authority, CONSTRUCTION AND ACQUISITION Program.....	\$ 676,362
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REPAIRS AND ALTERATIONS Program (in priority order, dollars in thousands):

Non-Prospectus (Basic) Repairs and Alterations Program.....	\$ 335,297
 Full Scope Repairs and Alterations:	
Indianapolis, IN Major General Emmett J. Bean Federal Center.....	\$ 65,813
Van Nuys, CA James C. Corman Federal Building.....	11,039
New York, NY Daniel Patrick Moynihan United States Courthouse.....	28,000
Richmond, CA Frank Hagel Federal Building.....	<u>113,620</u>
Subtotal, Full Scope Repairs and Alterations Projects.....	\$ 218,472
 Major Repairs and Alterations Design Program:	
Washington, DC West Wing Design Phase II.....	\$ 6,245
Los Angeles, CA Federal Building / Parking Garage (FBI).....	51,217
San Diego, CA Edward J. Schwartz U.S. Courthouse and Federal Building (ICE).....	22,336
Washington, DC E. Barrett Prettyman United States Courthouse.....	<u>22,900</u>
Subtotal, Major Repairs and Alterations Design Program.....	\$ 102,698
 Special Emphasis Programs:	
Energy and Water Retrofit and Conservation Measures.....	\$ 20,000
Fire Prevention Program.....	20,000
Wellness and Fitness Program	<u>7,000</u>
Subtotal, Special Emphasis Programs.....	\$ 47,000
 New Obligational Authority, REPAIRS AND ALTERATIONS Program.....	 \$ 703,467

In addition, GSA requests:

(3) \$135,540 thousand for Installment Acquisition Payments, which provide for payments of interest for facilities constructed under borrowing authority;

(4) \$5,291,946 thousand for Rental of Space activities, which involve acquiring and administering leasehold interests in privately owned buildings where Federally owned space is not available; and

(5) \$2,346,348 thousand for the Building Operations program, which provides services for both Federally owned and leased facilities including cleaning, utilities and fuels, maintenance, administration and management of all PBS real property programs, and provides for the salaries and expenses of **6,520 FTE**.

Schedule of Resources, New Obligational Authority, and Fund Balance

(Dollars in Thousands, excludes Indefinite Authority)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
Resources:			
Available from prior year for reauthorization	\$ 287,826	\$ 603,686	\$ 812,844
Redemption of Debt	(56,619)	(66,360)	(71,270)
Reprogramming Authority	21,860	0	0
Appropriation	651,198	537,900	291,900
Transfer	0	0	0
Rescission/Lapsed	0	0	0
Revenue from operations:			
Rent	8,111,963	8,231,547	8,831,706
Miscellaneous	6,495	2,533	2,500
Outleasing	4,380	4,000	4,000
Retention of Proceeds (Sale of Real Property)	1,997	27,150	16,900
SSA/CDC/CMS Payments	24,217	15,973	15,827
Subtotal, Revenue	\$ 8,149,052	\$ 8,281,203	\$ 8,870,933
Total Resources Available	\$ 9,053,317	\$ 9,356,429	\$ 9,904,407
New Obligational Authority:			
Construction and Acquisition	\$ 736,317	\$ 894,037	\$ 676,362
Repairs and Alterations	724,234	413,776	703,467
Installment Acquisition Payments	149,570	140,525	135,540
Rental of Space	4,642,156	4,804,871	5,291,946
Building Operations	2,197,354	2,290,376	2,346,348
Total New Obligational Authority	\$ 8,449,631	\$ 8,543,585	\$ 9,153,663
Fund Balance:			
Total Resources Available	\$ 9,053,317	\$ 9,356,429	\$ 9,904,407
Total New Obligational Authority	(8,449,631)	(8,543,585)	(9,153,663)
Prior Year Recoveries	0	0	0
Fund Balance (Available for Reauthorization)	\$ 603,686	\$ 812,844	\$ 750,744
Net Budget Authority	\$ 335,338	\$ 328,742	\$ 354,000

Net Budget Authority is only that portion of New Obligational Authority financed by the Fund Balance, Appropriations, or Transfers in. Revenues collected from funds appropriated to other Federal agencies are excluded, to be scored against those other agencies. Net BA is calculated as the Appropriation, *plus* the net change in the Fund Balance ["Available from prior year for reauthorization" *minus* end-of-year "Fund Balance (Available for Reauthorization)"], plus any Transfers or Rescissions.

NOTE: FY 2009 New Obligational Authority includes an approved reprogramming of \$31,860 thousand to Repairs and Alterations and -\$10,000 thousand to Construction and Acquisition.

Crosswalk of FY 2009 New Obligational Authority

(Dollars in Thousands, excludes Indefinite Authority)

	P.L. 111-8, enacted 03/11/09	Approved Reprogramming	Approved Transfer	Subtotal, FY 2009 Enacted Legislation
New Obligational Authority:				
Construction and Acquisition	\$ 746,317	\$ 5,000	(\$ 15,000)	\$ 736,317
Repairs and Alterations	692,374	16,860	15,000	724,234
Installment Acquisition Pymts	149,570	0	0	149,570
Rental of Space	4,642,156	0	0	4,642,156
Building Operations	2,197,354	0	0	2,197,354
Total, New Obligational Authority	\$ 8,427,771	\$ 21,860	\$ 0	\$ 8,449,631

1. Reprogramming in New Construction provided funding for Census Bureau Headquarters in Suitland, MD (\$5,000 thousand) and transferred New Construction funding for Federal Office Building 8 in Washington, DC (\$15,000 thousand) to Repairs and Alterations.
2. Reprogramming to Repairs and Alterations provided funding for East Wing Utility Plant Replacement in Washington, DC (\$16,860 thousand)

Indefinite Authority

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
Repairs and Alterations (Line-Item):			
Recycling	(\$ 157)	\$ 400	\$ 400
Historical Outleasing	4,510	5,500	4,777
Energy Rebates	874	1,500	1,500
International Trade Center	0	1,000	1,000
Total, Repairs and Alterations	\$ 5,227	\$ 8,400	\$ 7,677
Rental of Space: Leased Expansion Space	\$ 327,266	\$ 555,702	\$ 387,429
Building Operations:			
International Trade Center	\$ 22,601	\$ 26,598	\$ 27,150
Cooperative Use Act - Outleasing	6,474	7,111	7,188
National Antenna Program	1,801	2,373	2,723
Teleworking	1,304	1,504	1,704
Total, Building Operations	\$ 32,180	\$ 37,586	\$ 38,765

Appropriations Language

For an additional amount to be deposited in the Federal Buildings Fund, **\$291,900,000**. Amounts in the Fund, including revenues and collections deposited into the Fund shall be available for necessary expenses of real property management and related activities not otherwise provided for, including operation, maintenance, and protection of federally owned and leased buildings; rental of buildings in the District of Columbia; restoration of leased premises; moving governmental agencies (including space adjustments and telecommunications relocation expenses) in connection with the assignment, allocation and transfer of space; contractual services incident to cleaning or servicing buildings, and moving; repair and alteration of federally owned buildings including grounds, approaches and appurtenances; care and safeguarding of sites; maintenance, preservation, demolition, and equipment; acquisition of buildings and sites by purchase, condemnation, or as otherwise authorized by law; acquisition of options to purchase buildings and sites; conversion and extension of federally owned buildings; preliminary planning and design of projects by contract or otherwise; construction of new buildings (including equipment for such buildings); and payment of principal, interest, and any other obligations for public buildings acquired by installment purchase and purchase contract; in the aggregate amount of **\$9,153,663,000**, of which: (1) **\$676,362,000** shall remain available until expended for construction and acquisition (including funds for sites and expenses and associated design and construction services) of additional projects at the following locations:

New Construction:

California:

Calexico, Calexico West, Land Port of Entry, \$84,359,000.

Colorado:

Lakewood, Denver Federal Center Remediation, \$7,957,000.

District of Columbia:

Washington, St. Elizabeths DHS Consolidation and Development, \$267,675,000.

Washington, St. Elizabeths West Campus Infrastructure, \$99,281,000.

Washington, St. Elizabeths Historic Preservation Mitigation, \$4,990,000.

Washington, St. Elizabeths Highway Interchange, \$8,350,000.

Maine:

Calais, Ferry Point Land Port of Entry, \$1,552,000.

Maryland:

White Oak, Food and Drug Administration Consolidation, \$173,773,000.

Michigan:

Detroit, P.V. McNamara Federal Building FBI Garage, \$3,658,000.

West Virginia:

Martinsburg, IRS Annex, \$24,767,000:

Provided, That each of the foregoing limits of costs on new construction projects may be exceeded to the extent that savings are affected in other such projects, but not to exceed 10 percent of the amounts included in an approved prospectus, if required, unless advance [approval is obtained from] **notice is transmitted to** the Committees on Appropriations of a greater amount: *Provided further*, That all funds for direct construction projects shall expire on September 30, [2011] **2012** and remain in the Federal Buildings Fund except for funds for projects as to which funds for design or other funds have been obligated in whole or in part prior to such date [: *Provided further*, That for fiscal year 2011 and thereafter, the annual budget submission to Congress for the General Services Administration shall include a detailed 5-year plan for Federal building construction projects with a yearly update of total projected future funding needs: *Provided further*, That for fiscal year 2011 and thereafter, the annual budget submission to Congress for the General Services Administration shall, in consultation with U.S. Customs and Border Protection, include a detailed 5-year plan for Federal land port-of-entry projects with a yearly update of total projected future funding needs] ; (2) **\$703,467,000** shall remain available until expended for repairs and alterations, which includes associated design and construction services:

Repairs and Alterations:

California:

Los Angeles, Federal Building / Parking Garage, \$51,217,000.

Richmond, Frank Hagel Federal Building, \$113,620,000.

San Diego, Edward J. Schwartz United States Courthouse and Federal Building,
\$22,336,000.

Van Nuys, James C. Corman Federal Building, \$11,039,000.

District of Columbia:

Washington, E. Barrett Prettyman United States Courthouse, \$22,900,000.

Washington, West Wing Design Phase II, \$6,245,000.

Indiana:

*U.S. General Services Administration
Federal Buildings Fund*

Indianapolis, Major General Emmett J. Bean Federal Center, \$65,813,000.

New York:

New York, Daniel Patrick Moynihan United States Courthouse, \$28,000,000.

Special Emphasis Programs:

Energy and Water Retrofit and Conservation Measures, \$20,000,000.

Fire Prevention Program, \$20,000,000.

Wellness and Fitness Program, \$7,000,000.

Basic Repairs and Alterations, \$335,297,000:

Provided further, That funds made available in this or any previous Act in the Federal Buildings Fund for Repairs and Alterations shall, for prospectus projects, be limited to the amount identified for each project, except each project in this or any previous Act may be increased by an amount not to exceed 10 percent unless advance [approval is obtained from] **notice is transmitted to** the Committees on Appropriations of a greater amount: *Provided further*, That additional projects for which prospectuses have been fully approved may be funded under this category only if advance [approval is obtained from] **notice is transmitted to** the Committees on Appropriations: *Provided further*, That the amounts provided in this or any prior Act for “Repairs and Alterations” may be used to fund costs associated with implementing security improvements to buildings necessary to meet the minimum standards for security in accordance with current law and in compliance with the reprogramming guidelines of the appropriate Committees of the House and Senate: *Provided further*, That the difference between the funds appropriated and expended on any projects in this or any prior Act, under the heading “Repairs and Alterations”, may be transferred to Basic Repairs and Alterations or used to fund authorized increases in prospectus projects: *Provided further*, That all funds for repairs and alterations prospectus projects shall expire on September 30, [2011] **2012** and remain in the Federal Buildings Fund except funds for projects as to which funds for design or other funds have been obligated in whole or in part prior to such date: *Provided further*, That the amount provided in this or any prior Act for Basic Repairs and Alterations may be used to pay claims against the Government arising from any projects under the heading “Repairs and Alterations” or used to fund authorized increases in prospectus projects; (3) **\$135,540,000** for installment acquisition payments including payments on purchase contracts which shall remain available until expended; (4) **\$5,291,946,000** for rental of space which shall remain available until expended; and (5) **\$2,346,348,000** for building operations which shall remain available until expended: *Provided further*, That funds available to the General Services Administration shall not be available for expenses of any construction, repair, alteration and acquisition project for which a

prospectus, if required by [the Public Buildings Act of 1959,] **40 U.S.C 3307(a)**, has not been [approved] **submitted**, except that necessary funds may be expended for each project for required expenses for the development of a proposed prospectus: *Provided further*, That funds available in the Federal Buildings Fund may be expended for emergency repairs when advance [approval is obtained from] **notice is transmitted to** the Committees on Appropriations: *Provided further*, That amounts necessary to provide reimbursable special services to other agencies under 40 U.S.C 592(b)(2) and amounts to provide such reimbursable fencing, lighting, guard booths, and other facilities on private or other property not in Government ownership or control as may be appropriate to enable the United States Secret Service to perform its protective functions pursuant to 18 U.S.C. 3056, shall be available from such revenues and collections: *Provided further*, That revenues and collections and any other sums accruing to this Fund during fiscal year [2010] **2011**, excluding reimbursements under 40 U.S.C. 592(b)(2) in excess of the aggregate new obligational authority authorized for Real Property Activities of the Federal Buildings Fund in this Act shall remain in the Fund and shall not be available for expenditure except as authorized in appropriations Acts.

Analysis of Language Provisions and Changes

Language Provision [delete] <u>insert</u>	Explanation
<p><i>Provided</i>, That each of the foregoing limits of costs on new construction projects may be exceeded to the extent that savings are affected in other such projects, but not to exceed 10 percent of the amounts included in an approved prospectus, if required, unless advance [approval is obtained from] notice is transmitted to the Committees on Appropriations of a greater amount:</p>	<p>Where a new Construction and Acquisition project has received prospectus approval by the appropriate authorizing Committees, GSA requests authority to provide <i>notice to</i> the Committees on Appropriations rather than seeking their advance approval prior to utilizing funds appropriated under this category. A similar change is requested later in the Appropriations language, in provisions providing similar authority for Repairs and Alterations projects.</p>

U.S. General Services Administration
Federal Buildings Fund

Language Provision <u>[delete]</u> <u>insert</u>	Explanation
<p><i>Provided further</i>, That all funds for direct construction projects shall expire on September 30, [2011] 2012 and remain in the Federal Buildings Fund except for funds for projects as to which funds for design or other funds have been obligated in whole or in part prior to such date;</p>	<p>This proposed change updates the provision which is intended to provide a two-year window of opportunity for GSA to obligate some or all of the funds provided for a project, following which, all funds provided for that project remain available until expended, for obligation against that project. If no obligation were to occur within the two-year window, all affected funds lapse into the Federal Buildings Fund and may be re-authorized for a different purpose under future appropriations Acts. A similar change is requested later in the Appropriations language, in provisions providing similar authority for Repairs and Alterations projects.</p>
<p>[<i>Provided further</i>, That for fiscal year 2011 and thereafter, the annual budget submission to Congress for the General Services Administration shall include a detailed 5-year plan for Federal building construction projects with a yearly update of total projected future funding needs: <i>Provided further</i>, That for fiscal year 2011 and thereafter, the annual budget submission to Congress for the General Services Administration shall, in consultation with U.S. Customs and Border Protection, include a detailed 5-year plan for Federal land port-of-entry projects with a yearly update of total projected future funding needs]</p>	<p>GSA recommends deleting these provisions because they are permanent requirements and therefore do not need to be repeated in subsequent Appropriations Acts.</p>
<p><i>Provided further</i>, That funds available to the General Services Administration shall not be available for expenses of any construction, repair, alteration and acquisition project for which a prospectus, if required by [the Public Buildings Act of 1959,] 40 U.S.C 3307(a), has not been [approved] submitted, except that necessary funds may be expended for each project for required expenses for the development of a proposed prospectus:</p>	<p>The first proposed change amends the language referencing authorities provided in 40 U.S.C 3307(a). The proposed change removes references to the Public Buildings Act of 1959, and references only the codification of the referenced section of the Act.</p> <p>The second proposed change would allow GSA to incur expenses to prepare a prospectus to submit to Congress, if one is required, before funds are available for the rest of the project.</p>

Language Provision <u>[delete]</u> <u>insert</u>	Explanation
That funds available in the Federal Buildings Fund may be expended for emergency repairs when advance <u>[approval is obtained from]</u> <u>notice is transmitted to</u> the Committees on Appropriations:	Where an emergency repair requirement arises (e.g. following water or wind damage caused by a hurricane), GSA requires the authority to immediately obligate and expend funds to undertake corrective action. GSA requests authority to provide <i>notice to</i> the Committees on Appropriations rather than seeking their advance approval prior to utilizing funds appropriated under this category. This change would expedite and enhance GSA's ability to timely respond to emergency repair needs.
<i>Provided further,</i> That revenues and collections and any other sums accruing to this Fund during fiscal year <u>[2010]</u> <u>2011</u> , excluding reimbursements under 40 U.S.C. 592(b)(2) in excess of the aggregate new obligational authority authorized for Real Property Activities of the Federal Buildings Fund in this Act shall remain in the Fund and shall not be available for expenditure except as authorized in appropriations Acts.	The requested change updates language intended to provide GSA with authority to retain all receipts collected in the year of the appropriation, in excess of aggregate annual new obligational authority, which is not available for obligation until authorized under future Appropriations Acts.

Five Year Appropriations History

(Dollars in Thousands)

<u>Fiscal Year</u>	<u>President's Request</u>	<u>Enacted Appropriation</u>
2011	291,900	
2010	525,000	537,900
2009	525,000	651,198
2008	344,450	265,964
2007	245,025	93,586

U.S. General Services Administration
Federal Buildings Fund

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-time permanent	528,609	555,938	574,294
11.3 Other than full-time permanent	(1)	0	0
11.5 Other personnel compensation	27,491	29,218	30,182
11.8 Special personnel service payments	508	541	558
12.1 Civilian personnel benefits	144,702	151,991	157,010
13.0 Benefits for former personnel	123	314	241
21.0 Travel and transportation of persons	25,443	26,090	26,220
22.0 Transportation of things	1,878	1,828	1,837
23.2 Rental payments to others	4,915,468	4,959,710	5,291,946
23.3 Communications, utilities, and misc. charges	466,176	510,519	512,907
24.0 Printing and reproduction	1,324	1,499	1,459
25.1 Advisory and assistance services	2,050,028	2,285,295	2,039,307
25.2 Other services	1,544	1,115	454
25.3 Goods and services from Gov't accounts	269,814	285,125	279,465
25.4 Operation and maintenance of facilities	511,172	440,768	442,974
25.6 Medical care	13	9	9
25.7 Operation and maintenance of equipment	8,744	8,550	8,636
26.0 Supplies and materials	39,029	80,973	81,308
31.0 Equipment	46,049	45,880	46,340
32.0 Land and structures	1,027,946	2,342,764	1,910,942
41.0 Grants, subsidies, and contributions	82	84	84
42.0 Insurance claims and indemnities	655	118	119
43.0 Interest and dividends	179,776	168,249	146,640
99.9 Total Obligations.....	10,246,573	11,896,578	11,552,932
Subtotal, PC&B.....	701,432	738,002	762,285
Subtotal, Non-labor.....	9,545,141	11,158,576	10,790,647

Obligations by Program
(Dollars in Thousands)

	FY 2009 Actual		FY 2010 Current		FY 2011 Request		Change for FY 2011	
	FTE	obligations	FTE	obligations	FTE	obligations	FTE	obligations
1. Construction and Acquisition		\$495,084		\$1,616,890		\$1,081,656	0.0	-\$535,234
2. Repairs and Alterations		874,947		710,480		810,729	0.0	100,249
3. Design and Construction Services		0		662		0	0.0	-662
4. Installment Acquisition Payments		147,383		157,204		135,540	0.0	-21,664
5. Construction of Lease Purchase Facilities		1,511		12,664		0	0.0	-12,664
6. Pennsylvania Avenue Activities								
a) Repairs and Alterations		0		2,200		18,708	0.0	16,508
b) Building Operations		66		37		37	0.0	0
7. International Trade Center								
a) Repairs and Alterations		1,780		1,860		0	0.0	-1,860
b) Building Operations		23,845		0		0	0.0	0
7. Rental of Space		4,907,109		4,959,710		5,291,946	0.0	332,236
8. Building Operations								
a) Cleaning	41.0	295,517	41.0	315,755	42.2	334,582	1.2	18,827
b) Utilities/Fuel	0.0	353,355	0.0	462,012	0.0	463,882	0.0	1,870
c) Maintenance	131.0	297,640	131.0	336,569	161.6	351,513	30.6	14,944
d) Other Building Services	1,003.0	297,846	1,003.0	291,030	1,068.0	281,535	65.0	-9,495
e) Space Acquisition	1,552.0	211,474	1,552.0	196,510	1,714.3	200,650	162.3	4,140
f) Staff Support	3,048.0	436,133	3,290.0	395,217	3,413.5	382,406	123.5	-12,811
g) CIO	69.0	177,921	69.0	176,766	120.4	179,364	51.4	2,598
h) Centralized Services	0.0	158,831	0.0	151,517	0.0	152,416	0.0	899
Subtotal, Building Operations	5,844.0	\$2,228,717	6,086.0	\$2,325,376	6,520.0	\$2,346,348	434.0	\$20,972
9. Reimbursable	414.0	1,566,131	414.0	2,109,495	130.0	1,867,968	-284.0	-241,527
Total, FTE and Obligations.....	6,258.0	\$10,246,573	6,500.0	\$11,896,578	6,650.0	\$11,552,932	150.0	-\$343,646
<i>Net Outlays:</i>		200,780		236,362		246,856		

U.S. General Services Administration
Federal Buildings Fund

Summary of Total Inventory
(Rentable Square Feet in Thousands)

		FY 2009 Actual	FY 2010 Current	FY 2011 Request
Department of Justice	Total	46,284	47,899	48,726
	<i>Owned</i>	18,679	18,304	18,543
	<i>Leased</i>	27,605	29,595	30,183
U.S. Courts	Total	40,462	40,958	41,328
	<i>Owned</i>	34,172	34,632	34,952
	<i>Leased</i>	6,290	6,326	6,376
Department of Homeland Security	Total	37,146	39,772	40,696
	<i>Owned</i>	12,937	13,665	13,930
	<i>Leased</i>	24,209	26,107	26,766
Department of Treasury	Total	30,234	29,559	29,441
	<i>Owned</i>	14,096	13,697	13,551
	<i>Leased</i>	16,138	15,862	15,890
Social Security Administration	Total	29,068	30,375	30,486
	<i>Owned</i>	9,426	9,303	9,244
	<i>Leased</i>	19,642	21,072	21,242
Department of Defense	Total	27,520	27,606	27,083
	<i>Owned</i>	10,399	10,706	10,256
	<i>Leased</i>	17,121	16,900	16,827
Health and Human Services	Total	15,567	15,444	15,961
	<i>Owned</i>	5,560	5,105	5,631
	<i>Leased</i>	10,007	10,339	10,330
Department of the Interior	Total	14,122	14,368	14,623
	<i>Owned</i>	6,396	6,364	6,587
	<i>Leased</i>	7,726	8,004	8,036
All others	Total	105,933	110,668	115,818
	<i>Owned</i>	53,548	54,126	57,046
	<i>Leased</i>	52,385	56,542	58,772
Subtotal, All Assigned	Total	346,336	356,649	364,162
	<i>Owned</i>	165,213	165,902	169,740
	<i>Leased</i>	181,123	190,747	194,422
Vacant Space (vacancy rate)	Total	13,671 (3.8%)	15,392 (4.1%)	15,468 (4.1%)
	<i>Owned</i>	11,712 (6.6%)	12,487 (7%)	12,507 (6.9%)
	<i>Leased</i>	1,959 (1.1%)	2,905 (1.5%)	2,961 (1.5%)
Total, Assigned and Vacant	Total	360,007	372,041	379,630
	<i>Owned</i>	176,925	178,389	182,247
	<i>Leased</i>	183,082	193,652	197,383

FY 2011 Capital Program

Construction and Acquisition of Facilities

(Dollars in Thousands)

	Funded to Date	FY 2010 Funding	Estimated Total Project Cost			FY 2011 Request						
			Site	Design	Construction M&I Total	Site	Design	Construction M&I Total				
Washington, DC St Elizabeths DHS Consolidation and Development	578,837	0	0	96,260	1,537,978	83,599	1,717,837	0	17,000	237,540	13,135	267,675
Washington, DC St Elizabeths West Campus Infrastructure	251,241	0	0	32,816	325,072	36,262	394,150	0	5,625	77,562	16,094	99,281
Washington, DC St Elizabeths Historic Preservation Mitigation	0	0	0	0	4,990	0	4,990	0	0	4,990	0	4,990
Washington, DC St Elizabeths Highway Interchange	0	0	0	2,800	35,718	2,898	41,416	0	2,800	5,550	0	8,350
White Oak, MD Food and Drug Administration Consolidation	846,544	137,871	1,200	62,047	1,053,316	41,625	1,158,188	0	0	167,947	5,826	173,773
Lakewood, CO, Denver Federal Center Remediation	18,114	9,962	0	0	45,340	0	45,340	0	0	7,957	0	7,957
Detroit, MI P.V. McNamara Federal Building FBI Garage	0	0	0	3,658	38,678	3,315	45,651	0	3,658	0	0	3,658
Martinsburg, WV IRS Annex (Purchase)	0	0	24,767	0	0	0	24,767	24,767	0	0	0	24,767
Subtotal, Executive Agencies	1,694,736	147,833	25,967	197,581	3,041,092	167,699	3,432,339	24,767	29,083	501,546	35,055	590,451
Callexico, CA Callexico West U.S. LPOE	14,350	9,437	5,000	18,787	246,344	28,119	298,250	-	0	78,462	5,897	84,359
Calais, ME Ferry Point, U.S. LPOE	0	0	500	1,052	13,750	704	16,006	500	1,052	0	0	1,552
Subtotal, Land Ports of Entry	14,350	9,437	5,500	19,839	260,094	28,823	314,256	500	1,052	78,462	5,897	85,911
Total, Construction and Acquisition	1,709,086	157,270	31,467	217,420	3,301,186	196,522	3,746,595	25,267	30,135	580,008	40,952	676,362

Note: The Highway Interchange portion of the request for St Elizabeths may be removed if the District of Columbia provides funding for this aspect.

Note: The funding for Site Acquisition at the DHS Consolidation at St. Elizabeths Campus is not reflected in this display because it has been fully funded at \$11,000,000.

FY 2011 Capital Program - Construction and Acquisition of Facilities

CALIFORNIA

Calexico, Calexico West United States Land Port of Entry.....\$84,359,000

The General Services Administration (GSA) proposes reconfiguration and expansion of the existing port of entry (POE) in downtown Calexico, CA. The project includes new pedestrian processing and privately owned vehicle (POV) inspection facilities, a new headhouse to provide supervision and services to the non-commercial vehicle inspection area, new administration offices and parking structure. The expanded facilities will occupy both the existing inspection compound and the site of the old commercial inspection facility.

The existing POE is a pedestrian and vehicle inspection facility constructed in 1974 and is comprised of a main building and a decommissioned commercial inspection building. The project includes creating new pedestrian and POV inspection facilities, and expanding the port onto the site of the former commercial inspection facility, whose operations moved to Calexico East in 1996. Primary POV inspection facilities will include 16 northbound inspection lanes, five southbound inspection lanes, and a parking structure. There will be new administration space, a new headhouse and 32 secondary inspection stations serving northbound and southbound traffic.

The project will be constructed in two phases. Phase I will consist of ten northbound POV inspection lanes, a headhouse and sitework necessary to accommodate those facilities on the sloping site. Phase II will consist of the balance of the project including additional sitework, a pedestrian processing facility, administrative offices, five southbound POV inspection lanes, six additional northbound POV inspection lanes, and the parking structure.

Partial site acquisition (\$2,000 thousand) and design (\$12,350 thousand) were funded in fiscal year 2007. Additional site acquisition (\$3,000 thousand) and design (\$6,437 thousand) were funded in fiscal year 2010. This request is for construction of phase I (\$78,462 thousand), and phase I management and inspection (\$5,897 thousand). Phase II construction (\$167,882 thousand) and management and inspection (\$22,222 thousand) will be requested in a future fiscal year. The estimated total project cost is \$298,250 thousand.

COLORADO

Lakewood, Denver Federal Center Remediation.....\$7,957,000

The General Services Administration (GSA) proposes remediation work to multiple sites that are located at the Denver Federal Center (DFC). Under the Resources Conservation and Recovery Act (RCRA) Consent Orders Program, the State of Colorado requires cleanup of these sites. RCRA is Federal legislation enacted in 1976 that is aimed at protecting the environment. RCRA addresses the treatment, storage, disposal, and cleanup of hazardous waste.

GSA is required by the State of Colorado to complete this remediation in order to satisfy the three state consent orders. In addition, the master plan for the DFC is nearing completion and this remediation must also be completed so that future land development planned for the DFC can commence. Exposure to current contamination levels poses unacceptable safety/health risks to the current and future tenants of the DFC. This remediation will ensure that future land development will be unrestricted and that future tenants and visitors of the DFC are safe from exposure to contaminated soil and water.

GSA is seeking funding to undertake additional environmental remediation necessary to satisfy the consent orders and prepare the land for future development.

In fiscal year 2004 (\$6,000 thousand) was provided for remediation. In fiscal year 2008 (\$1,642 thousand) was provided via a reprogramming action. In fiscal years 2009 (\$10,472 thousand) and 2010 (\$9,962 thousand) was provided for continued remediation activities. This request (\$7,957 thousand) is for continued remediation. The balance of project funding (\$9,307 thousand) will be requested in a future fiscal year. The estimated total project cost is \$45,340 thousand.

DISTRICT OF COLUMBIA

Washington, St Elizabeths DHS Consolidation and Development\$267,675,000

The General Services Administration (GSA) is consolidating the Department of Homeland Security (DHS) in the National Capital Region (NCR). DHS' current facilities are dispersed across more than 50 locations in the NCR, which is adversely impacting critical communication, coordination, and cooperation across DHS' many components. A unified, secure campus that brings together DHS executive leadership and operational management will enable more efficient and effective execution of DHS' incident management and command-and-control functions.

In accordance with the final Master Plan approved by the Commission of Fine Arts (CFA) on November 20, 2008 and by the National Capital Planning Commission (NCPD) on January 7, 2009, GSA proposes to develop a secure facility for DHS at St. Elizabeths, a National Historic Landmark. DHS' program will be housed on both the West Campus and East Campus but will function as one unified campus.

St. Elizabeths West Campus was transferred to GSA from the Department of Health and Human Services (HHS) in 2004 and was identified as the best GSA-controlled site in the District of Columbia (DC) to meet DHS' consolidation needs of approximately 4.5 million gross square feet (gsf) of office and related space plus parking in a secure setting on an acceptable timetable.

Phase 1 of the project – construction of a new headquarters facility for the U.S. Coast Guard – has already been funded. GSA proposes the construction of a new headquarters facility for DHS and FEMA in two phases. Development Phase 2-a includes construction of office space to consolidate DHS headquarters and the NOC and provide amenity space. Phase 2-b proposes the construction of a new headquarters facility for FEMA plus amenity space. Parking will also be included with both sub phases. Development Phase 3 will accommodate the remaining elements of DHS headquarters, primarily significant presences of the Transportation Security Administration (TSA), U.S. Customs and Border Protection (CBP), and Immigration and Customer Enforcement (ICE), plus a liaison presence of other DHS elements that will not be relocating to St. Elizabeths, such as the Secret Service. The project includes rehabilitation of existing space to meet current building standards, plus construction of new space.

Design of Phase 1a (\$24,900 thousand) was funded in fiscal year 2006. Construction (\$313,465 thousand) and management and inspection (\$12,925 thousand) of Phase 1a were funded in fiscal year 2009. Phase 1b design (\$10,659 thousand), Phase 1b construction (\$167,513 thousand) and management and inspection (\$15,674 thousand) were funded by American Recovery and Reinvestment Act of 2009 (P.L. 111-5, "Recovery Act"). Phase 2a design was funded in fiscal year 2009 (\$5,000 thousand) and the Recovery Act (\$11,300 thousand). Partial construction (\$26,000 thousand) was funded by the Recovery Act. This request is for the balance of construction (\$237,540 thousand) and management and inspection (\$13,135 thousand). Phase 2b design (\$17,401 thousand) was funded by the Recovery Act. Construction (\$283, 460 thousand) and management and inspection (\$11,865 thousand of Phase 2b) will be requested in a future fiscal year. Partial design of Phase III (\$10,000 thousand) was funded by the Recovery Act. This request is for the balance of design (\$17, 000 thousand). Construction (\$510,000 thousand) and management and inspection (\$30,000 thousand) of Phase III will be requested in a future fiscal year. The estimated total project cost of development is \$1,717, 837 thousand.

Washington, St Elizabeths West Campus Infrastructure.....\$99,281,000

The General Services Administration (GSA) proposes infrastructure to prepare St. Elizabeths for redevelopment as a Federal facility by providing a reliable infrastructure that will serve the needs of tenants for many years into the future. The infrastructure will support the overall development and will be phased in with the development phases. Its overall scope includes planning, repairs, security and historic preservation mitigations included in the Programmatic Agreement between GSA, DHS, and NCPC along with the Advisory Council on Historic Preservation (ACHP), the District of Columbia Historic Preservation Office (DCHPO), and the United States Federal Highway Administration (FHA) designed to facilitate the development of the consolidated Department of Homeland Security Headquarters Project.

Infrastructure repair / replacement needs include: demolition of specific buildings identified by the Master Plan; replacement of site utilities including electricity substations and local utility requirements; distribution systems for electricity, natural gas, domestic water, storm water, waste water, data systems and telecommunications; roadways, surface parking and sidewalks; refurbishment of historical landscape and creation of new landscape features including flora; cleanup / repair of existing tunnels on site to improve safety and for potential use as systems distribution pathways; and site security fencing, entry gates, guard stations, and other site security features.

The planned alterations are necessary to preserve, maintain, and reuse this historic site. Existing infrastructure and the landscape have suffered from aging and deferred maintenance. The utility distribution systems are antiquated and deteriorated. Building repairs will repair and improve structural and life safety systems while maintaining historic integrity. The landscape will be maintained, protected, and preserved to the extent feasible.

Phase 1 and II design were funded in fiscal years 2006 (\$7,645 thousand), 2009 (\$3,000 thousand) and the Recovery Act (\$16,546 thousand). This request is (\$5,625 thousand) for Phase III. Phase I construction was funded in fiscal years 2006 (\$5,080 thousand), 2007 (\$5,912 thousand), 2009 (\$5,249 thousand) and the Recovery Act (\$165,525 thousand). This request (\$77,562 thousand) is for Phase 2a. Funding for Phases 2b and 3 (\$65,744 thousand) will be requested in a future fiscal year. Phase I management and inspection was funded in 2006 (\$370 thousand), 2007 (\$532 thousand) and the Recovery Act (\$5,382 thousand). This request (\$16,094 thousand) is for Phase II management and inspection. Phase III (\$13,884 thousand) management and inspection will be requested in a future fiscal year. The estimated total project cost is \$394,150 thousand.

Washington, St Elizabeths Historic Preservation Mitigation.....\$4,990,000

The General Services Administration (GSA) proposes historic mitigation for the St Elizabeths Campus to facilitate the development of the consolidated Department of Homeland Security Headquarters project. As of December 9, 2008, GSA and DHS along with NCPC entered into a Programmatic Agreement (PA) with the Advisory Council on Historic Preservation (ACHP), the District of Columbia Historic Preservation Office (DCHPO), and the United States Federal Highway Administration (FHWA). The PA outlines five specific mitigation actions that must be undertaken by GSA in accordance with page one of the Programmatic Agreement to “resolve adverse effects from certain complex project situations”:

1. Documentation and recordation, including buildings and site, as needed, archives, historic structure reports, building preservation plans, landscape preservation treatment and management, and archaeological resources treatment and management;
2. Public outreach, interpretation, and education including the establishment of a citizens advisory panel, a permanent interpretative exhibit, a museum and visitors education center, signage, and public relations materials;
3. Public access program to be developed by GSA and DHS;

4. Conservation and artifact preservation; and
5. Preservation of the 19th Century cemetery including interpretative program, perpetual care, and public access. GSA requires funding to accomplish these mitigation actions.

This request (\$4,990 thousand) is for the historic preservation-mitigation program. The estimated total project cost is \$4,990 thousand.

Washington, St Elizabeths Highway Interchange.....\$8,350,000

The General Services Administration (GSA) proposes a reconfiguration of the highway interchange to facilitate access to the St Elizabeths Campus. The Transportation Management Program developed as part of the campus Master Plan proposes an access road to the St. Elizabeths West Campus that extends between Firth Sterling Avenue to the north and Malcolm X Avenue to the south, parallel to Interstate 295.

Construction of the access road is included in the Infrastructure program described above, but a new, reconfigured interchange between Malcolm X Avenue and Interstate 295 is not included in the infrastructure program and is therefore, a separate request. The proposed reconfiguration will be necessary to direct St. Elizabeths traffic onto the access road which, in turn, will mitigate the impacts of additional traffic that is anticipated as the result of the redevelopment of the St. Elizabeths campus.

This request is for design (\$2,800 thousand), Right of Way (\$2,500 thousand), Mobilization / Surveying / Testing (\$3,050 thousand). Construction (\$30,168 thousand) and management and inspection (\$2,898 thousand) will be requested in a future fiscal year. The estimated total project is \$41,416 thousand.

MAINE

Calais, Ferry Point Land Port of Entry.....\$1,552,000

The General Services Administration (GSA) proposes to redevelop the existing Land Port of Entry (LPOE) at Ferry Point in Calais, Maine, to meet current and future needs. The request will fund site and design with construction and management and inspection funded in future years. The proposed project will allow GSA to extend the useful life of the buildings while reconfiguring traffic flow to accommodate a reduced commercial vehicle traffic function and growing non-commercial traffic. The renovated facility will support and work in conjunction with the much larger, newly constructed international crossing between Calais, Maine and St. Stephens, New Brunswick.

The existing border station at Ferry Point consists of three structures totaling 14,710 gross square feet (gsf): a two and one-half story main inspection facility and a one-story truck inspection building both constructed in 1936, and a one-story secondary inspection facility constructed in 1962. The main port building is eligible for listing on the National Register of Historic Places (NRHP).

The existing Ferry Point port of entry is a primary crossing between the US and Canada in eastern Maine. This LPOE can no longer efficiently and effectively process traffic given the stringent security standards imposed since September 11, 2001. The renovated Ferry Point LPOE will complement the new, much larger LPOE in Calais. This new LPOE will handle most of the commercial traffic and some of the non-local traffic currently passing through Ferry Point. Once the new LPOE is completed, the traffic utilizing Ferry Point will likely be limited to local van sized commercial vehicles and local non-commercial traffic. The proposed renovated facility will be able to efficiently process the projected level of traffic.

The proposed project (site and design) involves redeveloping the existing border station facilities on approximately 1.5 acres of land, of which GSA currently owns approximately 0.8 acres, and an additional

*U.S. General Services Administration
Federal Buildings Fund*

0.7 acres which will be acquired. The full project includes: main administration building (upgrade of mechanical, plumbing, electrical, and fire systems); asbestos abatement; interior space reconfiguration and expansion; ADA enhancements; dog kennel; demolition and replacement of existing garage and truck inspection building; generator storage. The facility will have three primary inspection lanes, five secondary non-commercial lanes, three non-commercial inspection bays, and an outbound inspection lane along with associated canopy and booth space for lanes. Deficiencies of the main building include: insufficient office space; no search and inspection rooms; no detention cells. The current site does not provide adequate space for sufficient parking, maneuvering areas, or a well-defined traffic pattern for visitor and employee parking, no secure parking for impounded vehicles. The main building is also in need to HVAC upgrade and asbestos abatement and lacks sprinklers and has insufficient fire alarms.

This request is for site acquisition (\$500 thousand) and design (\$1,052 thousand). Construction (\$13,750 thousand) and management and inspection (\$704 thousand) will be requested in a future fiscal year. The estimated total project cost is \$16,006 thousand.

MARYLAND

White Oak, Food and Drug Administration Consolidation..... \$173,773,000

The General Services Administration (GSA) requests funding to construct a new headquarters and laboratory facility for the Food and Drug Administration (FDA) at the White Oak Federal Center in White Oak, MD.

FDA is currently being consolidated in Maryland's Montgomery (White Oak) and Prince George's Counties. FDA has consolidated two centers in Prince George's County, occupying approximately 584,000 gross square feet (gsf) of space. The proposed White Oak facility will provide approximately 5.4 million gsf of consolidated office, laboratory, and parking space for FDA headquarters. The increase in office space and parking is from programmatic growth over the years and recent legislation that added additional functions to FDA. Construction of the White Oak facilities has been subdivided into six phases. They are:

- Phase I: Center for Drug Evaluation and Research (CDER) Lab
- Phase II: Center for Drug Evaluation and Research Office and Prescription Drug User Fee Act (PDUFA)
- Phase III: Center for Devices and Radiological Health (CDRH) and Medical Device User Fee & Modernization Act (MDUFMA)
- Phase IV: Center for Biological Evaluation and Research (CBER)
- Phase V: Office of the Commissioner and Office of Regulatory Affairs (OC/OR)
- Phase VI: Center for Veterinary Medicine (CVM)

Since the September 11, 2001 terrorist attacks, Congress required that the proposed FDA consolidation include counter-terrorism support functions for Bio Terrorism. Additionally, FDA required office locations for the Centers for Veterinary Medicine (CVM) to be located at the White Oak facility. The Center for Drug Evaluation and Research (CDER) and the Center for Devices and Radiological Health (CDRH) were each tasked with a new program function. Through Public Law 107-188, CDER was tasked with implementing the Prescription Drug User Fee Act (PDUFA). Through Public Law 107-250, CDRH was tasked with implementing the Medical Device User Fee and Modernization Act (MDUFMA). In addition to FDA's programmatic growth, these new programs require staffing and space for operations. Since the support functions are analogous to the centers for biological sciences that are currently being consolidated at White Oak, they were incorporated into the development of the 130-acre White Oak Federal Center. This and future funding requests will help GSA and FDA meet the total facility requirements at White Oak on an incremental basis.

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Federal Buildings Fund*

<u>Prior Authority</u>	<u>Prior Funding</u>
Fiscal Year 1992	\$200,000,000
Fiscal Year 1994	73,921,000
Reprogramming from other construction project (1994)	6,000,000
Fiscal Year 1995	45,000,000
Rescission (P.L. 104-19)	-228,000,000
Transfer (Seafood Research Facility, 1995)	-5,000,000
Fiscal Year 1996	55,000,000
Fiscal Year 2000	35,000,000
Fiscal Year 2001	92,179,000
Fiscal Year 2002	19,060,000
Fiscal Year 2003	37,600,000
Fiscal Year 2004	42,000,000
Fiscal Year 2005	88,710,000
Fiscal Year 2006	127,600,000
Fiscal Year 2007	178,526,000
Fiscal Year 2008	57,749,000
Fiscal Year 2009	163,530,000
Fiscal Year 2010	137,871,000
<u>Fiscal Year 2011 Request</u>	<u>173,773,000</u>
Total *	\$1,300,519,000

* Total includes \$142,331,000 for Prince George's County, MD projects.

Prince George's County, MD

The Center for Veterinary Medicine (CVM) in Laurel (\$43,842 thousand) and the Center for Food Safety and Applied Nutrition (CFSAN) in College Park (\$86,123 thousand) were funded in fiscal year 1992. The CVM and CFSAN projects have been completed. The CVM project provided 174 thousand gs and the CFSAN project provides 410 thousand gs.

White Oak – Montgomery County, MD

Funding received prior to fiscal year 2000 for FDA White Oak included planning and technical support (\$12,366 thousand) and infrastructure costs (\$4,590 thousand). Funding for fiscal year 2000 for the CDER Life Sciences Laboratory included design (\$2,120 thousand), construction (\$30,800 thousand), and management and inspection (\$2,080 thousand).

Funding for fiscal year 2001 included funds to complete construction (\$8,800 thousand) of the CDER Life Sciences Laboratory and funds for the CDER Office Building construction (\$83,379 thousand).

Funding for fiscal year 2002 included management and inspection costs (\$2,960 thousand) for the CDER Office Building, design (\$3,800 thousand) of the Center for Devices and Radiological Health (CDRH) laboratory, design (\$3,600 thousand) of the Central Shared Use facilities - Phase I, design (\$5,600 thousand) of the CDER Office Building, demolition and abatement (\$1,500 thousand) for Building One, and funds to complete the CDER Office Building construction (\$1,600 thousand).

Fiscal year 2003 funding included construction (\$26,000 thousand) of the Central Shared Use facilities - Phase I, construction (\$6,000 thousand) funds for converting the 3rd and 4th floors of the CDER Life Sciences Laboratory from office to laboratory space, construction (\$2,800 thousand) of the CDRH Laboratory foundation, and design (\$2,800 thousand) of the CDER Office Building expansion.

Fiscal year 2004 funding was provided for construction (\$42,000 thousand) of the CDRH Laboratory.

*U.S. General Services Administration
Federal Buildings Fund*

Fiscal year 2005 funding included the site acquisition (\$1,200 thousand) for road and bridge, design (\$5,500 thousand) for the road and bridge, CDRH office building, and Central Shared Use facilities, management and inspection costs (\$1,710 thousand) for Central Shared Use facilities and CDER Office Building, and construction (\$80,300 thousand) for partial costs of CDRH Laboratory, CDER Office Building expansion, Central Shared Use facilities, road and bridge, and parking garage.

Fiscal year 2006 funding of \$127,600 thousand included; Phase III funding for construction (\$3,724 thousand) of infrastructure (water/sewer/landscaping) for the north loop road which provides secondary access to the site, design (\$4,100 thousand) and construction (\$8,690 thousand) of infrastructure (water/sewer/landscaping) for the south loop road to the planned parking structure, management and inspection costs (\$7,100 thousand) for construction of CDRH Laboratory and Office Building, infrastructure for north and south loop roads, CDER Office Building expansion, Building One front entrance, and parking structure; construction (\$66,694 thousand) of CDRH Office Building; Phase IV funding for construction (\$20,766 thousand) of Central Shared Use facilities – Phase II; Phase V funding for design (\$6,900 thousand) of Office of the Commissioner (OC) and Office of Regulatory Affairs (ORA) office building, design (\$1,500 thousand) for renovation of Building One, and construction (\$8,126 thousand) of Building One front entrance and parking.

Fiscal year 2007 funding of \$178,526 thousand included; Phase III funding for construction (\$2,595 thousand) of the northeast bridge, construction (\$3,218 thousand) of Central Shared Use facilities - Phase I fit-out, construction (\$10,693 thousand) of Central Shared Use facilities - Phase II fit-out, construction (\$3,218 thousand) of CDRH Laboratory high bay areas, and the design, management and inspection, and construction (\$9,340 thousand) of distribution tunnels from the Central Utility Plant; Phase V funding for design, management and inspection, and construction (\$17,827 thousand) of southeast parking structures, construction (\$7,268 thousand) of campus site infrastructure - Part 1, construction (\$28,653 thousand) of Building One renovation, construction (\$89,174 thousand) of OC and ORA office building, and management and inspection costs (\$6,540 thousand).

Fiscal year 2008 funding of \$57,749 thousand included: Phase III funding for Data Center CSU I, design (\$1,000 thousand), construction (\$16,000 thousand) and management and inspection (\$500 thousand); Phase IV funding for CBER Labs design (\$11,005 thousand), CBER Bio Terror Office design (\$1,361 thousand), CBER Office design (\$5,025 thousand), and Southeast Parking Garage design (\$816 thousand); Phase V funding for Northeast Parking Garage design (\$1,067 thousand) and construction (\$14,938 thousand), Final Campus Site. Infra Part 2 for construction (\$3,656 thousand); Phase VI funding for CVM Office design (\$1,134 thousand) and miscellaneous design wrap-up (\$1,247 thousand).

Fiscal year 2009 funding of \$163,530 thousand included: Phase IV funding for CBER Labs construction (\$130,629 thousand), management and inspection (\$10,476 thousand); and Phase VI funding for construction infrastructure (\$10,425 thousand); and Phase V construction funding of shell and standard energy infrastructure (\$12,000 thousand).

Fiscal year 2010 funding of \$137,871 thousand included: Phase IV funding for CBER Labs construction (\$65,591 thousand), management and inspection (\$3,353 thousand); Phase V funding for OC/ORAs design (\$1,678 thousand), OC/ORAs construction (\$51,076 thousand); and Phase VI construction funding for landscaping (\$12,316 thousand) and childcare expansion (\$3,857).

Fiscal year 2011 funding of \$173,773 thousand includes: Phase IV Funding for construction of CBER Office, BioTerror Lab and Office, Southeast Parking Phase I (\$106,773 thousand), management and inspection (\$3,564 thousand); and Phase VI funding for construction of Remote Delivery Building (\$18,467 thousand), landscaping (\$11,829 thousand), and Standard Energy Equipment (\$30,878 thousand); Phase VI funding for management and inspection (\$2,262 thousand).

The estimated total project cost is \$1,158,188 thousand.

MICHIGAN

Detroit, P. V. McNamara Federal Building Annex.....\$3,658,000

The General Services Administration (GSA) proposes the design of a 246,000 gross square foot (gsf) annex to the Patrick V. McNamara Federal Building to provide an automotive maintenance shop and secured parking garage for the Federal Bureau of Investigation (FBI). This project also includes the design of a unified perimeter security solution for the McNamara Federal complex.

GSA proposes to design an automotive maintenance and secured parking annex adjacent to the McNamara Federal Building for occupancy by the FBI as part of the ongoing FBI space realignment. The proposed annex will be constructed on a government-owned site currently used as a surface parking lot, and will be connected to the McNamara Federal Building by an enclosed walkway. In addition, this project will provide a unified perimeter security solution for the expanded facility.

As part of the FY 2006 Capital Investment and Leasing Program, GSA submitted a prospectus for a 266,200 rentable square foot lease with 271 parking spaces to house the FBI in Detroit, MI. The prospectus was approved by the Senate Committee on Environment and Public Works and the House Committee on Transportation and Infrastructure on July 20 and October 26, 2005, respectively, but due to market conditions, GSA was unable to successfully award a lease. In 2009, GSA identified the transition of the 1,168,142 gsf McNamara Federal Building into a high-performance green building as one of many projects to be funded through the American Recovery and Reinvestment Act.

While the alterations to the Federal Building will accommodate FBI's office space needs and eliminate the need for costly leased space, FBI's Program of Requirements also calls for an automotive/radio maintenance facility and secured parking spaces for their government-owned vehicles to be located proximate to their office space. Relocation of the FBI parking and maintenance facility from leased space to federally owned space proximate to the FBI's field office operations will minimize impacts to the operations and the security of the agents while also reducing costs.

The existing perimeter security consists of freestanding concrete planters and barriers that are in poor condition and unsightly. GSA proposes a perimeter security solution to meet both the FBI and Department of Homeland Security/Federal Protective Service security standards.

This request (\$3,658 thousand) is for design. Construction (\$38,678 thousand) and management and inspection (\$3,315 thousand) will be requested in a future year. The estimated total project cost is \$45,651 thousand.

WEST VIRGINIA

Martinsburg, IRS Building (Purchase).....\$24,767,000

The General Services Administration (GSA) proposes to acquire, through an existing purchase option, the building located at 145 Murall Drive in Martinsburg, WV. The government has an option to purchase the building at the set price of \$24,767,000 prior to lease expiration provided that 90 days notice has been given to the lessor.

The building was a phased construction, build-to-suit lease with the Internal Revenue Service (IRS) occupying the building since its completion in 1995. The GSA currently leases the entire building with 122,457 rentable square feet and 295 surface parking spaces. Approximately 50% of the space consists of a data center. The property is under a 20-year lease agreement that expires in July 2015. The building is adjacent to and within the secured boundary of the IRS Enterprise Computing Center, a government owned facility.

U.S. General Services Administration
Federal Buildings Fund

The IRS has a continued, long term need for occupancy at this location. The mission of this facility is heavily integrated with the adjacent government owned facility. Under the current lease agreement the government has responsibilities for all repair and alterations as well as operations and maintenance of the facility. IRS has made a significant investment in the building since lease commencement for improvements that are essential to their operation. The terms of the purchase option were finalized with the completion of the final phase of construction in March 1996. In April 2008, a Fair Market Value (FMV) appraisal completed for GSA indicated that the building was in good condition and well maintained with no deferred maintenance and with a FMV of \$28,400,000.

This request is for site acquisition and building purchase (\$24,767 thousand). The estimated total project cost is \$24,767 thousand.

FY 2011 Capital Program

Repairs and Alterations

(Dollars in Thousands)

	Funded to Date	FY 2010 Funding	Estimated Total Project Cost			FY 2011 Request				
			Design	Construction	M&I	Total	Design	Construction	M&I	Total
Nonprospective (Basic) Repairs and Alterations Program	0	0	0	335,297	0	335,297	0	335,297	0	335,297
Indianapolis, IN Major General Emmett J. Bean Federal Center	36,650	0	6,080	90,794	5,589	102,463	0	60,224	5,589	65,813
Van Nuys, CA James C. Corman Federal Building	-	0	894	9,541	604	11,039	894	9,541	604	11,039
New York, NY Daniel Patrick Moynihan U.S. Courthouse	0	0	2,031	22,000	3,969	28,000	2,031	22,000	3,969	28,000
Richmond, CA Frank Hagel Federal Building	0	0	20,945	174,525	26,200	221,670	20,945	80,575	12,100	113,620
Subtotal, Major Repairs & Alterations	36,650	0	29,950	296,860	36,362	363,172	23,870	172,340	22,262	218,472
Washington, DC West Wing Design Phase II	103,036	84,500	40,866	308,430	26,920	376,216	6,245	0	0	6,245
Los Angeles, CA Federal Building / Parking Garage (FBI)	0	0	51,217	527,000	49,340	627,557	51,217	0	0	51,217
San Diego, CA Edward J. Schwartz United States Courthouse and Federal Building (ICE)	0	0	22,336	170,891	19,829	213,056	22,336	0	0	22,336
Washington, DC E. Barrett Prettyman United States Courthouse	0	0	22,900	240,931	24,220	288,051	22,900	0	0	22,900
Major R&A Design Program	103,036	84,500	137,319	1,247,252	120,309	1,504,880	102,698	0	0	102,698
Energy and Water Retrofit and Conservation Measures	0	0	0	20,000	0	20,000	0	20,000	0	20,000
Fire Prevention Program	0	0	0	20,000	0	20,000	0	20,000	0	20,000
Wellness and Fitness Program	0	0	0	7,000	0	7,000	0	7,000	0	7,000
Subtotal, Special Emphasis Programs	0	0	0	47,000	0	47,000	0	47,000	0	47,000
Total, Repairs and Alterations	139,686	84,500	167,269	1,926,409	156,671	2,250,349	126,568	554,637	22,262	703,467

NOTE: GSA invested \$36,650 thousand of Recovery Act funding in the Bean Federal Center in FY 2009. Of this amount, \$30,570 thousand is for a photovoltaic roof and other high performance green building features. The remaining \$6,080 thousand was dedicated to the design of the project for which construction funding is now being requested. Current project estimates include Recovery Act funding.

FY 2011 Capital Program – Repairs and Alterations

CALIFORNIA

Los Angeles, Federal Building / Parking Garage.....\$51,217,000

The General Services Administration (GSA) proposes the renovation and alteration (R&A) of the U.S. Federal Building and parking garage located at 11000 Wilshire Boulevard in Los Angeles, California. The R&A will accomplish critically needed seismic and building system updating. With additional site enhancements, the complex will accommodate the Federal Bureau of Investigation's Los Angeles field office consolidation and meet its 30-year space needs for the Los Angeles location.

The Federal Building Complex, located at 11000 Wilshire Boulevard in the Westwood area of Los Angeles is comprised of four buildings totaling approximately 725,000 gross square feet. The complex incorporates a 17-story office tower, two ancillary buildings connected to the office tower, and a parking garage. The proposed project will renovate the 561,559 gross square foot U.S. Federal Building and the 192,192 gross square foot parking garage. The Federal Bureau of Investigation (FBI) is the primary occupant.

Since the attacks of September 11, 2001, and the subsequent enactment by Congress on October 24, 2001 of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA PATRIOT) Act of 2001, the FBI has grown in size and has incorporated new programs and assumed new operational responsibilities. Over the past several years, the FBI offices and operations in the Los Angeles, CA, area have grown significantly, occupying six locations across the Los Angeles area. The amount of office and related space has not kept pace with the significant growth in personnel and technical and investigative/operational needs.

The proposed project will allow FBI to expand and consolidate lease operations in the building and occupy all facilities on site with the exception of the existing U.S. Post Office and a GSA Field Office. All other building tenants will be permanently relocated which will also allow for swing space during construction. The expansion space that will become available through the renovation of 11000 Wilshire Boulevard will address the anticipated growth in requirements over the next ten years.

Repair and alteration of the Federal Building complex is urgently needed due to the age and condition of the facilities. Most building systems will be replaced and the entire Federal Building will undergo significant structural seismic and blast-resistance upgrades. Construction is to be accomplished in three phases. A future site enhancement prospectus proposal will address long-term site use, security and other parameters.

This request is for design (\$51,217 thousand). Construction (\$527,000 thousand) and management and inspection (\$49,340 thousand) will be requested in a future fiscal year. The estimated total project cost is \$627,557 thousand.

Richmond, Frank Hagel Federal Building.....\$113,620,000

The General Services Administration (GSA) proposes a multi-phase repair and alteration project for the Frank Hagel Federal Building (FHFB) in Richmond, California. The Frank Hagel Federal Building, constructed in 1975, is located at 1221 Nevin Avenue within the downtown central business area of Richmond, California. The approximately 619,000 gross square foot building consists of six stories with a one story basement. The building has an auditorium, childcare center and both secured structured and surface parking. The building serves as the regional headquarters for SSA who has been the sole tenant agency of FHFB since its construction.

The proposed project is planned as a three phase project with each phase designed as a stand-alone project. The full project will address insufficient seismic resistance, and base building deficiencies along with a total realignment of the building layout and includes HVAC, electrical, and life safety/fire alarm upgrades, along with roof replacement, blast protection, security improvements, waterproofing, and the removal of hazardous materials. SSA will maintain operations in the building during construction. To facilitate the phasing aspects of the project, approximately 17 percent of the staff or 33 percent of the space will be temporarily relocated to off-site lease space and temporary modular buildings on site at the beginning of the construction of Phase I. The building will maintain this vacancy throughout the project until its completion. Upon project completion, staff will then re-occupy in the space.

As a significant portion of the proposed full project scope involves the seismic retrofit of the building, construction must be sequenced beginning in the basement and progress by floor to the sixth floor. Phase I consists of a design-build seismic retrofit and tenant space realignment for the basement and first floors as well as the design for Phases II and III. Phase I construction also includes the relocation and construction of the computer center to a water resistant structure in the basement; repair and replacement of the roof system over the main building, auditorium, child care and penthouse; replacement of plaza waterproof membrane and associated plaza repairs; reconfiguration of impacted ductwork; improvements to the fire/life safety infrastructure including stairwell pressurization and modification of sprinkler system and installation of fire alarm devices; and installation of energy saving motion sensor controlled and/or photocell sensor controlled advanced lighting system and wiring. Security improvements including the application of anti-blast film to windows, installation of anti-ram bollards, boulders and planters and security devices, will also be undertaken.

Phase II construction consists of space realignment and seismic retrofit for the second and third floors. Phase III construction consists of realignment and seismic retrofit for floors four through six. These phases also include interior construction, repairs/replacements of the HVAC, electrical, life safety, and plumbing systems along with the removal and abatement of hazardous materials and the application of anti-blast film to the windows.

This request is for design (\$20,945 thousand), construction of Phase I (\$80,575 thousand), and Phase I management and inspection (\$12,100 thousand). Phase II construction (\$36,600 thousand) and management and inspection (\$5,500 thousand), and Phase III construction (\$57,350 thousand) and management and inspection (\$8,600 thousand) will be requested in a future fiscal year. The estimated total project cost is \$221,670 thousand.

San Diego, Edward J. Schwartz U.S. Courthouse and Federal Building.....\$22,336,000

The General Services Administration (GSA) proposes a major tenant realignment and building systems upgrade of the Edward J. Schwartz Federal Building-U.S. Courthouse (Schwartz FB-CT). The requested funding level will support the design of the proposed project. Once this project is fully completed, it will result in a court campus consisting of subject building, the Jacob Weinberger U.S. Courthouse and the new courthouse annex. The proposed tenant realignment will permit the Department of Homeland Security's Immigration and Customs Enforcement unit (DHS - ICE) to consolidate its regional operations in federal space rather than in costly lease-construct space.

Constructed in 1976, the Schwartz FB-CT Courthouse is located at 880 Front Street in downtown San Diego. The 895,249 gross square foot building consists of two wings, a six-story office wing and a five-story court wing, basement office space and underground parking. The building's two wings are connected by a bridge between the 6th and 5th floors.

The proposed project will allow GSA to backfill space vacated by the District Court when they move to the new courthouse annex and will permit the Department of Homeland Security-Immigration and Customs Enforcement (ICE) to consolidate its regional operations in 178,713 of contiguous usable square feet.

*U.S. General Services Administration
Federal Buildings Fund*

The co-location will consolidate ICE's functions now housed in four different locations, three of which are in leased. It will also accommodate ICE's growth from 416 to 698 persons.

Existing joint use functions such as the public health clinic, the credit union and the snack bar will be relocated to more accessible ground floor space, which they will share with a new child care center. The existing 2nd floor cafeteria will be replaced by a smaller restaurant outside the building's secure perimeter so that nearby building tenants can use facility without passing through building security. Site security will be improved with perimeter bollards, lighting and cameras. Systems work includes a seismic retrofit; mechanical, electrical, plumbing and sprinkler system modifications; a lighting retrofit for energy efficiency; blast protection; and reinforcement against progressive collapse.

Once completed, the project will allow GSA to backfill space vacated when the District Court clerk and judges move to the newly completed San Diego courthouse annex during the first quarter of FY 2013. It will also permit ICE, the building's new anchor tenant, to consolidate its regional operations as previously described. The move of portions of the District Court to the new courthouse annex affords an opportunity to complete the proposed work without leasing off-site swing space.

This request is for design (\$22,336 thousand). Construction (\$170,891 thousand) and management and inspection (\$19,829 thousand) will be requested in a future fiscal year. The estimated total project cost is \$213,053 thousand.

Van Nuys, James C. Corman Federal Building.....\$11,039,000

The General Services Administration (GSA) proposes the build-out of space for the Department of State's Consular Affairs Office and IRS, and roof replacement at the James C. Corman Federal Building in Los Angeles, California. This work is essential to the long-term positioning of this asset and it provides an excellent accommodation for the State Department relocation required by the repair and alteration of the Wilshire Federal Building.

The James C. Corman Federal Building is a four-story, approximately 231,000 gross-square-foot, mid-twentieth century precast concrete and stone clad office building with a basement, both indoor and outdoor parking located in the heart of the Van Nuys Civic Center.

This project proposes the build-out of 29,266 usable square feet of space for the Department of State Los Angeles Passport Office and 27,312 usable square feet of space for the IRS, and the replacement of the roof. Structural, mechanical, electrical, fire protection, interior, exterior enclosure, and hazardous material abatement work undertaken is incidental to the tenant improvements.

This request is for design (\$894 thousand), construction (\$9,541 thousand) and management and inspection (\$604 thousand). The estimated total project cost is \$11,039 thousand.

DISTRICT OF COLUMBIA

Washington, E. Barrett Prettyman United States Courthouse.....\$22,900,000

The General Services Administration (GSA) proposes major systems replacements for the Elijah Barrett Prettyman Courthouse (Prettyman CT) in Washington, DC. The requested funding level will support the design of the proposed project. The proposed project will allow GSA to extend the useful life of the building while continuing to provide the best quality space for the U.S. Courts in the District of Columbia. The courthouse is attached to the newly constructed William B. Bryant Annex.

Constructed in 1952, the Prettyman CT consists of 627,740 gross square feet of space with 44 indoor parking spaces. It has never a major systems modernization. The project will consist of five phases and

will replace antiquated HVAC, electrical, plumbing, and fire suppression and alarm systems. The project will address hazardous material abatement, ADA compliance, elevator and escalator replacement, renovation of interior spaces including refurbishment of public corridors, lobbies, restrooms, and tenant spaces. Site work includes providing landscape improvements. Security upgrades include the installation of blast windows and exterior doors, new emergency lighting and upgraded surveillance cameras and door and window alarms.

Currently, there is no vacant space in the Prettyman Courthouse. The Bryant Annex was built to accommodate the overcrowding in the main courthouse and a projected need for a significant amount of expansion space and new courtrooms in the District of Columbia for the courts and court-related agencies. Probation, the U.S. Court of Appeals and D.C. Pretrial will need to relocate to approximately 46,000 rentable square feet of leased swing space for the duration of the project.

This request is for design (\$22,900 thousand). Construction (\$240,931 thousand) and management and inspection (\$24,220 thousand) will be requested in a future fiscal year. The estimated total project cost is \$288,051 thousand.

Washington, West Wing Design Phase II.....\$6,245,000

The General Services Administration (GSA) previously proposed a major systems replacement for the East and West Wings of the White House in Washington, DC. The project will allow GSA to extend the useful life of the building while continuing to provide the best quality space for the White House. This design request is for Phase II of the project and includes replacing the current antiquated secondary branch distribution systems within the interior of the West Wing.

When tied into the first phase of the project for the primary infrastructure utility replacement, this new secondary system branch distribution system will provide twenty first century capabilities including all code required upgrades, allowance for future expansion, and energy efficient operation of the systems, systems redundancy.

Originally constructed in 1902, the West Wing is part of the White House and serves as the day-to-day office of the President of the United States. It is roughly 30,000 gross square feet and includes offices for support for senior members of the Executive Office of the President of the United States and their support staff. The East Wing as it exists today was added to the White House in 1942 and serves as office space for the First Lady and her staff, the Department of Defense, and the United States Secret Service.

Studies of the electrical and mechanical systems of the West and East Wings were completed and the findings identified a critical need for the immediate replacement of the aged and failing systems in order to prevent an imminent equipment failure and the resultant interruption of services. The West Wing electrical systems have also reached the end of their reliable productivity and failure would result in discontinued operations.

In order to secure continuous reliable HVAC and electrical service to both the West and East Wing, GSA proposes replacing all primary systems and the secondary distribution systems that serve the interior of the each wing.

The projects were originally planned as separate projects, however, GSA has since combined the replacement of the primary systems for the West and East Wing in Phase I of the project. The replacement of the secondary distribution systems for the West and East Wings will follow in Phase II.

This request (\$6,245 thousand) is for phase II West Wing design. Design of Phase 1 was funded via reprogramming action in FY 2008 (\$9,689 thousand) and in FY 2009 (\$16,860 thousand). Design

*U.S. General Services Administration
Federal Buildings Fund*

(\$8,072 thousand) of Phase II East Wing will be requested in a future fiscal year. Partial Phase 1 construction was funded in FY 2009 (\$70,271 thousand), FY 2010 (\$84,500 thousand) and in a proposed reprogramming action in FY 2010 (\$26,677 thousand). Phase II West Wing (\$74,000 thousand) and Phase II East Wing construction (\$52,982 thousand) will be requested in a future fiscal year. Partial Phase I management and inspection (\$6,216 thousand) was funded in FY 2009. The balance of Phase I management and inspection (\$9,823 thousand) is to be funded in a proposed reprogramming action in FY2010. Phase II management and inspection will be requested in a future fiscal year. The estimated total project cost is \$376,216 thousand.

INDIANA

Indianapolis, Major General Emmett J. Bean Federal Center.....\$65,813,000

The General Services Administration (GSA) proposes an alteration of the Major General Emmett J. Bean Federal Center (Bean FC) in Indianapolis, Indiana to provide Defense Department (DOD) security requirements, building and site improvements, and additional parking.

The Major General Emmett J. Bean Federal Center is a three-story 1,660,353 gross-square-foot concrete and masonry office building with a basement, a detached daycare center, and 3,154 inside and outside parking spaces on 72 acres at 8899 East 56th Street in Indianapolis, Indiana. Constructed in 1953 by DOD as a records storage facility at Fort Benjamin J. Harrison military base, the Bean FC was fully modernized and converted to an office building in 2003. DOD fully funded the modernization through a reimbursable work authorization agreement with GSA. Upon closure of Fort Benjamin Harrison by the BRAC Act in 1995, the building was transferred to GSA.

This project proposes the construction of building security features, site improvements, parking additions, and interior common area improvements. DOD requires its agencies occupy space that meets its Unified Facility Criteria DOD Minimum Antiterrorism Standards (UFC 4-010-01). The facility must comply with the standards before DFAS, the building's largest tenant, with over a million square feet of space, will commit to occupying space in the building. The proposed upgrades will provide protection from explosive devices and chemical, biological, and radiological agents.

On November 9, 2005, Congress approved the recommendation of the Base Realignment and Closure Commission to consolidate DFAS operations at select locations throughout the country. As a result, the Bean FC has absorbed both staff and functions of several DFAS locations around the country. From 2007 to 2009, approximately 1,700 additional employees relocated to the Bean FC. The additional personnel resulted in the need for expanded support areas and parking to avoid crowded working conditions and limited site access.

The current stormwater drainage is deficient, leading to water backups and debris blockage, a condition that would worsen with the runoff from the installation of new parking surfaces under this proposed project.

Design (\$6,080 thousand) and construction (\$36,570 thousand) was funded in fiscal year 2009 through the Recovery Act. This request is for construction (\$60,224 thousand) and management and inspection (\$5,589 thousand). The estimated total project cost is \$102,463 thousand.

NEW YORK

New York, Daniel Patrick Moynihan United States Courthouse.....\$28,000,000

The General Services Administration (GSA) proposes alteration to the Daniel J. Patrick Moynihan Courthouse at 500 Pearl Street, New York, NY, to restore space for use by the U.S. Courts. In support of

the building-wide modernization project currently underway for the Thurgood Marshall Courthouse, New York, NY, it was necessary to relocate Probation and Pretrial from the Moynihan Courthouse to leased swing space to provide temporary chambers for the District judges from the Marshall Courthouse. When the District judges move back into the Marshall Courthouse in 2012, approximately 138,263 rsf, will be vacated in the Moynihan Courthouse that will be re-occupied by Probation and Pretrial Services.

The Daniel J. Patrick Moynihan Courthouse is a 27-story Courthouse that was built in 1994. The 933,715 gross square foot building is located at 500 Pearl Street in lower Manhattan. The building has 29 district judge courtrooms, 14 magistrate judge courtrooms, a special courtroom for mega trials and ceremonies, and 42 chambers.

To accommodate the Marshall modernization project, temporary judges' chambers were constructed and other spaces throughout the Moynihan building were modified to accommodate the District judges and other Court related agencies. Pretrial and Probation Services, were temporarily relocated to a leased location in the Woolworth Building at 233 Broadway, New York, NY.

The proposed project includes the demolition, retrofit and realignment of public spaces that were converted to office space for the Courts in order to meet their current needs. In addition, due to revised space needs for the Courts, three new additional District chambers will be constructed. This project is an integral part of the Marshall Courthouse renovation. Risk impacts include additional costs to the government as Pretrial Services and Probation are currently housed in temporary leased space.

This request is for design (\$2,031 thousand), construction (\$22,000 thousand) and management and inspection (\$3,969 thousand). The estimated total project cost is \$28,000 thousand.

NATIONWIDE – SPECIAL EMPHASIS PROGRAMS

Energy and Water Retrofit and Conservation Measures.....\$20,000,000

The General Services Administration (GSA) proposes the implementation of energy and water retrofit and conservation measures, as well as high performance energy projects, in Government-owned buildings during fiscal year 2011. The Energy and Water Conservation Measures program is designed to reduce on-site energy consumption, through building alteration projects or retrofits of existing buildings systems. These projects are GSA's primary approach to reducing energy consumption in the existing inventory, towards mandated percentage reduction goals through 2015.

Projects to be accomplished in Federal buildings throughout the country are currently being identified through surveys and studies. The projects to be funded will have positive savings-to-investment ratios, will provide reasonable payback periods, and may generate rebates and savings from utility companies and incentives from grid operators. Projects will vary in size, by location, and by delivery method. This prospectus requests authority to fund energy and water retrofit work, geothermal and other High-Performance Green Building retrofit work, as well as designs for new facilities that incorporate these technologies. The authority requested in this prospectus is for a diverse set of design and retrofit projects with engineering solutions to reduce energy or water consumption and/or costs.

The Energy Policy Act of 2005 (Public Law 109-58) required a 2% energy usage reduction as measured in BTU/GSF per year from 2006 through 2015 over a 2003 baseline. Additionally, this act sets a mandate to install advanced meters for electricity in all buildings by 2012. Guidance issued by the Department of Energy pursuant to this requirement states that savings anticipated from advanced metering can range from 2% to 45% annually when used in combination with continuous commissioning efforts. Executive Order 13423 on Strengthening Environmental, Energy and Transportation Management was, concerning energy consumption reduction, incorporated into law as the Energy Independence and Security Act of 2007 (Public Law 110-140, "EISA"). Both increased the energy reduction mandates to 3% per year, and

*U.S. General Services Administration
Federal Buildings Fund*

the Executive Order also established a water reduction mandate of 2% per year based on a 2007 baseline as measured in gallons/gsf.

By the year 2015, all Federal agencies are directed to reduce overall energy use in buildings they operate by 30 percent from 2003 levels and reduce overall water use by 16 percent from 2007 levels. Increased energy and water efficiency in buildings and operations will require capital investment for changes and modifications to physical systems which consume energy and water, as well as other high performance green building initiatives and infrastructure designs and retrofits.

In addition, EISA included provisions that exceed the requirements of the Energy Policy Act of 2005. One such long-term requirement is to eliminate fossil fuel-generated energy consumption in new and renovated Federal buildings by FY 2030 by achieving targeted reductions beginning with projects designed in FY 2010. Other shorter-term measures include increasing the use of solar hot water heating (to 30%); installation of advanced meters for water and gas (previously only electricity was covered); and broader application of energy efficiency in all major renovations.

This request (\$20,000 thousand) is for design, construction and management and inspection. The estimated total project cost is \$20,000 thousand.

Fire Protection and Life Safety Program.....\$20,000,000

The General Services Administration (GSA) proposes alterations to upgrade, replace, and improve life safety features and fire protection systems in government-owned buildings during Fiscal Year 2011. Projects in federal buildings throughout the country are currently being identified through surveys and studies and will vary in size, location, and delivery method. This funding request is for a diverse set of retrofit projects with engineering solutions to reduce fire and life safety hazards.

Typical projects include:

- Replacing antiquated fire alarm and detection systems that are in need of repair or for which parts are no longer available.
- Installing emergency voice communication systems to facilitate occupant notification and/or evacuation.
- Installing and/or expanding fire sprinkler coverage to protect Federal property.
- Constructing additional or enclosing existing exit stairs to ensure timely evacuation of buildings in the event of an emergency.
- GSA periodically assesses all facilities using technical professionals who identify hazards and initiate correction or risk reduction protection strategies to assure that no aspect of our buildings' design or operation presents a risk to GSA personnel, occupant agencies, or the general public.

This request is for design, construction, and management and inspection (\$20,000 thousand). The estimated total project cost is \$20,000 thousand.

Wellness and Fitness Program.....\$7,000,000

The General Services Administration (GSA) proposes alterations to upgrade, replace, and improve space within Government-owned buildings in support of employee wellness in fiscal year 2011. Projects in Federal buildings throughout the country are currently being identified through surveys and studies and will vary in size, location, and delivery method. The authority requested is for a diverse set of upgrade/modernization projects which will provide upgraded facilities for improving employee fitness and health. Typical projects include the following:

- Fitness center upgrades to include design and construction for layouts conducive to wellness focus, and expansion needed to accommodate increased use.
- Cafeteria and snack bar upgrades and alterations to include new equipment, changes in layout to allow for changes in menu and food preparation, and product placement opportunities.
- Health unit upgrades and alterations required for expansion of services and support.

On May 12, 2009, President Obama met with Chief Executive Officers from several major corporations to discuss their initiatives to improve employee health and reduce health care costs through worksite wellness and other initiatives. Following that meeting, he requested that the Office of Personnel Management (OPM), Office of Management and Budget (OMB), National Economic Council (NEC), and the Department of Health and Human Services (HHS) explore the development of similar programs for the Federal workforce.

GSA is currently working to develop a model for the federal wellness campus concept in designated locations around the country. GSA's responsibility for this campus effort is to develop a prototype that showcases a building amenities program in support of government-wide efforts to improve employee health and fitness. These efforts encompass employee programs such as education and assistance along with building amenities such as fitness centers, cafeterias, and health unit programs.

This request is for design, construction, and management and inspection (\$7,000 thousand). The estimated total project cost is \$7,000 thousand.

BASIC REPAIRS AND ALTERATIONS PROJECTS UNDER \$2,790,000.....\$335,297,000

Funds in the amount of \$335,297 thousand are requested for all nonrecurring repairs and alterations projects where obligations at a single location within a fiscal year are above \$10 thousand, but are under the prospectus threshold of \$2,790 thousand. Projects included in this category are generally short-term in nature and funds can normally be obligated within a one-year period. This category also includes projects that are recurring in nature, such as cyclic painting and the minor repair of defective building systems, (e.g. mechanical, plumbing, electrical, fire safety, and elevator system components). After initial build-out, any post-government occupancy alterations in leased space require a prospectus when the estimated cost of the project exceeds the prospectus threshold of \$1,395 thousand for alterations in leased space.

The basic (non-line item) repairs and alterations program is the source of funds to ensure the operational continuity in over GSA-owned 1,500 buildings. These buildings provide approximately 177 million rentable square feet of space to support tenant agency mission requirements. The building inventory averages approximately 46 years of age and requires constant attention and significant funding to repair systems, improve health and safety features, alter space, and accomplish special emphasis programs. Without adequate reinvestment in the building inventory, its condition will deteriorate and service delivery to customers will degrade. In addition, the taxpayers' investment in these properties will not be adequately protected resulting in more costly corrective actions in the future. The amount provided for the basic program may also be used to pay claims against the government arising from any projects under the heading "Repairs and Alterations."

Program Description, Public Building Service

The mission of GSA's Public Buildings Service (PBS) is to provide superior workplace solutions for the Federal worker and superior values to the American taxpayer. Through the internationally recognized Design and Construction Excellence programs, PBS engages the best private sector architects, construction managers, and engineers to design and build award-winning courthouses, land ports of entry, Federal office buildings, laboratories, and data processing centers. PBS also repairs, alters, and renovates existing facilities. PBS is a leader in energy conservation, sustainability, and historic preservation.

The Federal Buildings Fund (FBF) finances the activities of the Public Buildings Service, which provides space and services for Federal agencies in a relationship similar to that of landlord and tenant. PBS services the workspace requirements for Federal agencies, with an inventory of approximately 360 million square feet of workspace for over a million Federal employees in thousands of communities across the country.

The FBF replaces direct appropriations by using income derived from rent assessments, which approximate commercial rates for comparable space and services. Funds are made available through a process of placing limitations on obligations from the FBF as a way of allocating funds for various FBF activities. Congress may also appropriate funds into the FBF as a way of covering the difference between the total revenues coming into the FBF and the total limitation on the expenditure from the FBF.

The Federal Buildings Fund program consists of the following activities:

Construction and Acquisition of Facilities.—This activity provides for the construction or purchase of facilities and prospectus-level extensions to existing buildings. All costs directly attributable to site acquisition, construction, and the full range of design and construction services, and management and inspection of construction projects are funded under this activity.

Repairs and Alterations.—This activity provides for repairs and alterations of public buildings as well as associated design and construction services. Protection of the Government's investment, health and safety of building occupants, transfer of agencies from leased space, and cost effectiveness are the principal criteria used in establishing priorities. Repairs to

prevent deterioration and damage to buildings, their support systems, and operating equipment are given a priority.

Installment Acquisition Payments.—This activity provides for payments for liabilities incurred under purchase contract authority and lease purchase arrangements. These periodic payments cover principal, interest, and other requirements on the debt incurred for construction of Federal buildings.

Rental of Space.—This activity provides for the leasing of privately-owned buildings. Including space occupied by Federal agencies in U.S. Postal Service facilities, GSA provided 183 million square feet of rental space in fiscal year 2009. GSA expects to provide 194 million square feet of rental space in fiscal year 2010 and 197 million in fiscal year 2011.

Building Operations.—This activity provides services for Government-owned and leased facilities, including cleaning, utilities and fuel, maintenance, miscellaneous services (such as moving, evaluation of new materials and equipment, and field supervision), and general management and administration of all real property related programs including salaries and benefits paid from the Federal Buildings Fund.

Other Programs.—When requested by other Federal agencies, the Public Buildings Service provides building services, such as tenant alterations, cleaning and other operations, and protection services which are in excess of those services provided under the commercial rental charges.

New Construction

Construction and Acquisition of Facilities.—This activity provides for the construction or purchase of facilities and prospectus-level extensions to existing buildings. All costs directly attributable to site acquisition, construction, and the full range of design and construction services, and management and inspection of construction projects are funded under this activity.

New Construction Summary

(Dollars in Thousands)

FY 2009	FY 2010	FY 2011
\$736,317	\$894,037	\$676,362

- \$441,448 thousand for two agency consolidation projects
- \$ 85,911 thousand for two Land Port of Entry projects
- \$ 28,425 thousand for other Executive agency construction and acquisition
- \$120,578 thousand for general infrastructure, development and historic preservation

New Construction Strategic Direction

PBS meets diverse customer demands for special-purpose space and single-tenant buildings through construction when it is cost effective to build or acquire Federal facilities. PBS is accountable for the successful, cost-effective, and efficient delivery of new, architecturally significant buildings, including land ports of entry, courthouses, Federal buildings, laboratories, data centers, and law enforcement facilities. PBS strives to maintain a portfolio of sustainable assets while advancing GSA's commitment to fiscal responsibility, environmental stewardship, and the specific goals of PBS customers.

Management challenges and opportunities for FY 2011 and future years:

- PBS is implementing a portfolio development strategy that aims to achieve excellence in design and construction, project delivery, art in architecture, arts conservation, sustainability, and security while providing best value to the American taxpayer. PBS Design & Construction program centers are aligned with key customers (Border Stations, Courthouse Programs, Federal Buildings and Modernization, and Historic Buildings to better anticipate and respond to evolving customer needs. The continued success of the capital construction program is contingent on PBS' ability to understand and respond to customer needs.
- PBS is a national leader in developing world-class facilities to support Federal activities. In FY 2011, PBS must maintain its national prominence in architecture while focusing efforts on continuous improvement of on-time and on-budget capital construction program delivery, while achieving sustainability and energy efficiency objectives. This includes being adaptable to external forces that influence critical aspects of project delivery, including: unstable market conditions in the construction industry, changing customer requirements, global energy demands, new legislation, budgetary constraints, and emerging technologies.

- In FY 2011, PBS will reduce cost and time impacts on capital construction projects by analyzing project cost impacts and contractor claims and identifying risk management and cost avoidance strategies and business process improvements. PBS will increase its use of contractor past performance data in contract awards by enhancing current business processes and improving current practices for capturing past performance feedback on contractors.
- PBS will continue to improve delivery of capital projects through increased training of program and project managers, as well as the development of a nationally cohesive curriculum linked to ongoing Human Capital Asset Management (HCAM) efforts.

New Construction Strategies and Actions:

1. Select appropriate procurement and delivery methods for project development efforts in early pre-project planning phases. This will improve program cost and schedule performance while achieving excellence in design and construction.
 - Continue implementing the Construction Industry Institute (CII) Project Definition Rating Index (PDRI). The PDRI is the pre-project planning tool used to evaluate a project's potential for successful completion.
 - Re-evaluate and refine the PBS cost models used to determine budgets for construction projects and improve forecasting of project costs.
 - Continue to effectively define customer and program requirements for inclusion in the Capital Investment Leasing Program and develop detailed schedule projections.
2. Increase risk management and cost avoidance activities. This will reduce cost and time impacts on capital construction projects and improve financial performance.
 - Develop tools and use industry indices to identify common risks inherent in the construction industry. Identify strategies and business process improvements to address unforeseen conditions and reduce project delays and cost impacts in capital projects.
 - Increase the effective use of contractor past-performance data, and review quarterly status reports to assess progress as a means to address contractor performance issues.
 - Improve project closeout activities and initiate timely depreciation upon substantial construction completion to ensure that financial records are updated and accurate.
3. Support development of greater skills and competencies for project managers. This will improve the construction program staff's core capabilities in architecture, design, construction, engineering and project management.
 - Develop a comprehensive project manager training curriculum, on-line tools, and other training vehicles for professional development.
 - Work closely with and provide training to GSA project managers regarding changes in scheduling specifications. Refine national training strategies to increase project manager efficiency and effectiveness in the delivery of construction projects on schedule, on budget, and within scope.

- Promote the incorporation of the Interoperable Object Model Technology into project design to improve the timeliness and quality of information that will help ensure the successful implementation of design and construction activities.

Leasing

Rental of Space.—This activity provides for the leasing of privately-owned buildings. Including space occupied by Federal agencies in U.S. Postal Service facilities, GSA provided 183 million square feet of rental space in fiscal year 2009. GSA expects to provide 194 million square feet of rental space in fiscal year 2010 and 197 million in fiscal year 2011.

Rental of Space Summary

(Dollars in Thousands)

FY 2009 ¹	FY 2010 ¹	FY 2011 ¹
\$4,642,156	\$4,804,871	\$5,291,348

¹ Does not include indefinite authority for leased space

- \$5,083,394 thousand for annual rent for leases already in the inventory
- \$ 101,507 thousand for rent increases, usually associated with expiring leases
- \$ 194,760 thousand for tax and one-time payments, such as claims and buyouts
- -\$ 110,052 thousand for cancellations, the amount of space leaving the inventory
- \$ 22,337 thousand for expansions. This is the amount of space entering the inventory for temporary leases in support of major repair and alteration projects and relocations due to forced moves or health and safety conditions.

Rentable Square Feet (RSF) in Thousands: 197,383

- Projected increase in RSF: 2.0%
5,193 RSF Expansion
-1,462 RSF Cancellation
3,731 RSF Net increase

Leasing Strategic Direction

Leased space represents slightly more than half of the PBS space inventory occupied by client agencies. This underlines the importance of delivering leased space within an agreed upon schedule and at the best value to the government.

Over the next five years, PBS will concentrate on improving account planning, client relationships, and acquisition planning with client agencies. PBS will use the Account Management Playbook (AMP), Transaction Management Playbook (TMP) and newly developed Requirements Development processes to understand client business needs and develop workspace requirements.

Management challenges and opportunities for FY 2011 and future years:

- PBS has recurring contacts with nearly all Federal agencies, which provide frequent opportunities to convey the value and benefits of all of GSA's offerings, including furniture, facilities management, and technology: A "One GSA" approach. Gaining the trust of the client for One GSA will require clear definitions of the roles of PBS and the Federal Acquisition Service at each stage of the transaction management process.
- The current market for commercial real estate has created opportunities to proactively meet the business needs of PBS client agencies for mutual benefit. Intelligence gathered in client-centric activities regarding specific acquisition needs, options available, and possible solutions, including opportunities to consolidate or co-locate will help us to develop strategies that take advantage of unique, beneficial market conditions.
- New space must be designed with consideration to agency value propositions with new and expanded missions. Agency budgetary pressures co-exist with increased building security requirements and equipment for high-risk tenants that can significantly increase costs. The latest security and accessibility standards must be included in new leases. In many cases, current security equipment and guard requirements were not foreseen when original project budgets were developed for the client agency.
- Data integrity is critical to ensuring rent bills are accurate, providing consistent financial data for program administration, and satisfying customer requirements.

Leasing Strategies and Actions:

1. Focus on customer relationships by better defining customer needs, improving acquisition planning with customer agencies, partnering with the Federal Acquisition Service to provide a consistent and seamless relationship between GSA and customers, and addressing agencies' budgetary concerns regarding rent and fees.
 - Fully implement policies and procedures to support Federal requirements and customer requests for green space.
 - Put key tools in the hands of those who deal with clients' real estate challenges every day through the newly-established Requirements Development Program (RDP) processes.
 - Work FAS milestones and processes into the RDP, providing a single face to customers, and incorporate best practices and lessons learned from efforts currently underway with select customers.
 - Expand the number of customers covered by CBPs to apply a consistent look and feel to PBS customer relationship management and transactions across the regions for our customers and business partners to reduce our customers' costs associated with working with us.

2. Support our customers through the development of new real estate acquisition solutions, specifically tailored for customer agencies.
 - Implement the replacement National Broker Contracts to derive full value from our broker alliance as our realty associates fulfill the role of “workplace solutions providers” with a customer-centric focus.
 - Survey real estate industry providers to assess best practices for adoption by GSA.
 - Implement standardized site acquisition processes to promote national consistency across GSA regions.
 - Improve GSA’s implementation of new centralized leasing delegations oversight program.

3. Drive consistency of knowledge and practices through the regions, focusing on workforce development.
 - Review, make recommendations to improve, and streamline the lease acquisition process and provide necessary training to implement those changes.
 - Identify skill and program deficiencies uncovered as a result of reviews of regional Leasing and National Broker Contract (NBC) programs.
 - Communicate defined roles for Real Estate Brokerage Services and the Lease Delegation Program, and for the subprograms of Leased Space Acquisition and Building & Site Acquisition.
 - Support the development of a New Lease Inventory System (STAR Replacement) and provide real estate acquisition policy oversight of the eLease Program.

Rental of Space, Explanation of Changes
(Dollars in Thousands)

	New Obligational Authority (NOA)
Fiscal Year 2010 Program	\$ 4,804,871
Full year cost of Lease Expansions acquired through IA in FY 2009	301,482
Part year cost of Lease Expansions acquired through IA in FY 2010	254,220
Fiscal Year 2010 Current	\$ 5,360,573
Unobligated balance used for FY 2010 requirements	154,839
Part year cost of Lease Expansions acquired through IA in FY 2010	(254,220)
Annualization of remaining FY 2010 program changes	(177,798)
Fiscal Year 2011 Base	\$ 5,083,394
Rental Rate Increases	101,507
Lump Sum Payments for real estate taxes and lease buyouts	194,760
Lease Cancellations	(110,052)
Full year cost of Lease Expansions acquired through IA in FY 2010	[316,338]
Part year cost of Lease Expansions acquired through IA in FY 2011	[71,091]
Lease Expansions (other than indefinite)	22,337
Fiscal Year 2011 Request	\$ 5,291,946

NOTE: The FY 2011 request excludes lease expansions acquired through Indefinite Authority (IA). Amounts reflected in brackets are projections not included in budget totals.

Rental of Space, Delegation Obligations
(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
Department of Commerce.....	\$ 45,096	\$ 43,347	\$ 43,564

NOTE: Obligations reported here reflect activities of the Administrative Contracting Officer (ACO) Delegation Program. Currently, only the Department of Commerce has this authority and it is not anticipated that any additional lease administration delegations will be granted. Delegated agencies bear the primary responsibility for making rental payments to lessors in accordance with the provisions of the delegation agreements.

Asset Management

Building Operations.—This activity provides services for Government-owned and leased facilities, including cleaning, utilities and fuel, maintenance, miscellaneous services (such as moving, evaluation of new materials and equipment, and field supervision), and general management and administration of all real property related programs including salaries and benefits paid from the Federal Buildings Fund.

Repairs and Alterations.—This activity provides for repairs and alterations of public buildings as well as associated design and construction services. Protection of the Government's investment, health and safety of building occupants, transfer of agencies from leased space, and cost effectiveness are the principal criteria used in establishing priorities. Repairs to prevent deterioration and damage to buildings, their support systems, and operating equipment are given a priority.

Asset Management Summary

(Dollars in Thousands)

	FY 2009 ¹	FY 2010 ¹	FY 2010 ¹
Repairs and Alterations	\$724,234	\$413,776	\$703,467
Building Operations	2,197,354	2,290,376	2,346,348
Total	\$2,921,588	\$2,704,152	\$3,049,815

¹ Does not include indefinite authority

Repairs and Alterations:

- \$335,297 thousand for Non-Prospectus projects (“Basic Program”)
- \$218,472 thousand for four Major Modernizations
- \$102,698 thousand for four Design projects
- \$ 47,000 thousand for Special Emphasis Programs

Building Operations:

Maintaining Current Levels of Service:

- \$24,389 thousand for annualization of the FY 2010 pay increase (2.0%), the cost of the FY 2011 pay raise (1.4%), and inflation (0.5%)
- \$15,597 thousand for increased contract labor rates for cleaning and maint.
- \$24,179 thousand for building services in new space

Program Changes:

- -\$9,935 thousand for Decreases for Utilities
- \$1,743 thousand for Increases for IT Services

Asset Management Strategic Assessment

The PBS Asset Management program includes the activities of Repair and Alteration and Building Operations. PBS exercises responsible asset management by: promoting business and strategy decisions which improve the health of the PBS portfolio; managing programs that

concentrate on customer needs from multiple perspectives (prospectus planning and development, space measurement, pricing); and promoting government-wide best practices through participation on the Interagency Councils. PBS manages facilities through a national program office and regional Property Management Offices that provide safe, healthy, sustainable, productive, effective and efficient work environments for the Federal workforce.

PBS long-term goals for real property asset management focus on providing quality workplaces and enhancing the value of its real estate portfolio for the benefit of the American taxpayer. The core asset initiative has resulted in a reduction in vacant space, a reduction in repair and alterations liabilities, and improved financial performance.

Management challenges and opportunities in FY 2011 and future years:

- Requirements for high-performance green buildings and sustainable design continue to grow and evolve. The Recovery Act provided substantial funding to convert existing GSA facilities to high-performance green buildings, reflecting the importance of reducing energy and water consumption of the Federal government through repairs and alterations to Federal buildings. GSA's FY 2006 Appropriations Act required PBS to examine the use of multiple green building rating systems. PBS will continue to be a leader in sustainable design but meeting these regulations will be a challenge for PBS.
- PBS also faces funding limitations which, combined with the increasing reinvestment liability of the portfolio, is the major impediment to the achievement of PBS asset management goals. The Recovery Act has helped to reduce a portion of the reinvestment liability of the portfolio; however, it will not eliminate all repair needs nor reverse the factors causing the liability in the first place. PBS will have to improve the performance of its leased portfolio, reduce its reliance on leasing, and find creative ways to fund its reinvestment liability to ensure the sustainability of the Federal Buildings Fund.

Asset Management Strategies and Actions:

1. Target reinvestment in core real property assets and continue right-sizing the portfolio.
 - Use the Portfolio Restructuring and Asset Positioning Strategy tools to identify core assets based on the long-term needs of our customers, market conditions, and the condition of the asset.
 - Perform an annual financial tiering analysis to monitor portfolio performance. Use the results of the core asset analysis and the financial tiering to establish a hold period for the asset.
 - Meet Federal Real Property Council goals, as established in Executive Order 13327.
2. In FY 2011, PBS will continue implementing the Real Property Asset Management Plan to improve asset management practices.
 - Develop a Strategic Sustainability Plan integrated with the Real Property Asset Management Plan and the associated 3-year rolling improvement plan to improve asset management practices.

U.S. General Services Administration
Federal Buildings Fund

- Use the detailed occupancy analysis of key customer portfolios and the detailed analysis of the largest markets with a Federal presence developed in FY 2009 to assist customers in developing rent management strategies, including rent minimization goals.
- Implement a new inventory management system with floor plan data visualization capabilities.

Building Operations, Explanation of Changes

(Dollars in Thousands)

	<u>FTE</u>	<u>New Obligational Authority (NOA)</u>
2010 Current.....	6,086.0	\$ 2,290,376
2011 Request.....	<u>6,520.0</u>	<u>\$ 2,346,348</u>
Net Change.....	434.0	\$ 55,972

	<u>NOA</u>
Maintaining Current Levels:	
Annualization of the FY 2010 Pay Increase (2.0%)	\$ 3,298
FY 2011 Pay Increase (1.4%), Effective January 2011	12,369
Increase Cost of Supplies, Materials, and Service Contracts (0.5%)	8,722
Contract Labor Rates- Cleaning & Maintenance	15,597
Building Services in New Space	<u>24,178</u>
Subtotal, Maintaining Current Levels.....	\$ 64,164
Program Decreases:	
Decrease for Utilities	-\$ 9,935
Program Increases:	
Increase for IT Services	<u>1,743</u>
Subtotal, Program Increases.....	\$ 1,743
Net Change.....	\$ 55,972

Explanation of Carryover Balances.—Because the Federal Building Fund is structured as a revolving fund, funds authorized during one year are available until expended. GSA PBS is projecting to carryover a balance of previously authorized funds from FY 2009 to FY 2010. These funds serve as contingency in support of unfunded mandates, unexpected natural disasters, and inflationary increases in the costs of utilities, cleaning services, and maintenance beyond enacted NOA.

Decrease for Utility and Fuel Rates

-\$ 9,935 thousand

Energy prices have decreased significantly during the past calendar year for all energy commodities. Prices are now near 6 year lows for natural gas and electricity. Commodity futures markets expect that energy prices will be modestly higher in FY 2011 compared to current price levels.

- *Natural gas.*-- Compared to FY 2010, Natural gas usage is expected to decrease by 13.3% in FY 2011.
- *Steam.*-- Steam rates have remained fairly consistent and are estimated to decrease by 6.5% and stay close to the 5 year rolling average.
- *Fuel oil.*-- Based on the 5 year rolling average for the GSA Central Heating Plant in Washington, DC, price estimates are expected to decrease in FY 2011 by 41% using the average price of \$3.00/gallon.
- *Chilled water.*-- Chilled water consumption is also on a steady decline. Due to reduced consumption, FY 2011 chilled water usage is expected to decrease by 13.3%.
- *Electricity.*-- Electricity usage remains consistent at around the 5 year rolling average.
- *Water.*-- Water is the only utility usage that is expected to increase in FY 2011. The FY 2011 water usage increase reflects a new water charge from the DC Water and Sewer Authority. Usage is expected to increase by about 50%.

Increase for IT Services

\$ 1,743 thousand

For FY 2011, the PBS Chief Information Officer is requesting funds in the amount of \$1,743 thousand to accomplish the e-Government initiatives established in the President's Management Agenda. It is GSA's goal to provide an increased selection of web-based services, facilitate electronic data exchange, and gain productivity efficiencies. The proposed FY 2011 IT budget additions are as follows:

Computerized Maintenance Management System (CMMS)	\$ 1,343 thousand
eSMART into Replacement of STAR	\$ 400 thousand

Building Operations, Explanation of Changes by Program

(Dollars in Thousands)

	Other Building Services							Total
	Cleaning	Utilities and Fuels	Main-tenance	Space Acquisition	Staff Support	CIO		
FY 2010 Current	315,754	462,013	336,569	277,030	196,510	525,734	176,766	2,290,376
Annualization of the FY 2010 Pay Increase (2.0%)	18		92	711	834	1,626	17	3,298
FY 2011 Pay Increase (1.4%), Effective January 2011	84		358	2,743	3,123	5,996	65	12,369
Increase Cost of Supplies, Materials, and Service Contracts (0.5%)	1,544	2,676	1,489	591	183	1,466	773	8,722
Contract Labor Rates- Cleaning & Maintenance	10,176		5,421					15,597
Building Services in New Space	7,006	9,128	7,584	460				24,178
Decrease for Utilities		(9,935)						(9,935)
Increase for IT Services							1,743	1,743
FY 2011 Request	334,582	463,882	351,513	281,535	200,650	534,822	179,364	2,346,348

Installment Acquisition Payments

(Dollars in Thousands)

	New Obligational Authority (NOA)
FY 2010 Current	\$140,525
Increase in Capitalized Interest Payments	175
Decrease in Interest Payments	(5,160)
FY 2011 Request	\$135,540

The Public Buildings Amendments of 1972 authorized GSA to contract for the construction of a backlog of authorized but unfunded new construction projects. PBS was granted borrowing authority for a selected number of these projects. Congress has also provided authority on occasions to borrow funds to construct specific Federal facilities. This program funds payments for interest, including capitalized interest, for facilities constructed under borrowing authority.

Reimbursable Program

(Dollars in Thousands)

	FTE	New Obligational Authority (NOA)
FY 2010 Current	414.0	\$2,109,495
Workload adjustment for FY 2010		(623,572)
FY 2010 Adjusted Base	414.0	\$1,485,923
Inflation		10,401
Workload Increases		456,485
Workload Decreases	(284)	(84,842)
FY 2011 Request	130.0	\$1,867,968

GSA provides tenant agencies with space and building services (e.g., cleaning, maintenance, utilities, and protection) commensurate with those offered in the private sector. When requested by a tenant, we also provide building services which exceed commercially equivalent levels on a reimbursable basis. Reimbursable services include space adjustments, facility security, utilities, large projects, and janitorial services required for above standard levels of operations, as well as administrative support costs associated with providing the service.

Schedule of Indefinite Authorities

Program	Source	Explanation
Recycling Rebates	PL 102-141 Sec. 11, PL 105-61 Sec. 608	This authority allows PBS to use funds earned through recycling rebates, refunds, or other incentives. These funds are available for recycling or other environmental projects.
Historic Properties	16 USC 470h-3(b)	This authority allows PBS to outlease historic properties and use the revenues to administer, maintain and repair those properties. All revenues earned using this authority must be obligated within two years or returned to the US Treasury.
Energy Rebates	PL 102-141 Sec. 11	This authority allows PBS to use funds earned through energy rebates, refunds, or other incentives. These funds are available for Federal energy management improvement or related programs.
Pennsylvania Avenue Activities (PAA)	PL 104-134, PL 104-208	This authority allows PBS to retain revenue earned using Pennsylvania Avenue Development Corporation (PADC) authorities. These funds are available for use on PAA projects including Building Operations and Repairs & Alterations.
International Trade Center (ITC)	PL 104-208	This authority allows PBS to retain revenue earned using PADC authorities. These funds are available for use on ITC Building Operations activities.
Cooperative Use Act and National Antenna Program	40 USC 581(h)	This authority allows PBS to lease space in Federal buildings to private individuals and organizations. Revenue from this activity is available for Building Operations activities.
Telework	PL 104-52	This authority allows PBS to charge agencies for use of telecommuting centers and use those funds to offset the costs of performing telecommuting services.
Rental of Space	PL 102-393 Sec. 5	This authority allows PBS to enter into lease agreements and obligate funds when an agency requires additional space that was not anticipated in the normal budget process.

U.S. General Services Administration

FIVE-YEAR CAPITAL PLAN

Fiscal Year 2011 Budget Request

Each year, GSA develops a five-year capital investment plan for major new construction and repair and alterations projects. This list represents GSA's plan to address known critical customer requirements and building infrastructure needs for the government-owned portfolio. This list assumes annual new obligational authority of approximately \$1.1 billion for GSA's New Construction and Repair and Alterations programs combined. Future funding requests will vary based upon priorities and circumstances.

These projects were prioritized based upon the following criteria:

- Customer urgency and priority (mission requirements)
- Physical condition of the asset
- High-performance features, concentrating on energy conservation and renewable energy generation
- Project timing and execution
- Improving asset utilization
- Return on Investment
- Avoiding lease costs
- Historic significance

Project priorities for Courthouse and Land Port of Entry Projects are developed by the Judiciary and CBP and are included in a separate list.

U.S. General Services Administration
Five-Year Capital Plan

Capital Plan for Federal Buildings

(Dollars in Thousands)

Priority	Project Name	Project Type	Project Description	Prior Funding To Date	Additional Funding Required	Estimated Total Project Cost
1	Washington, DC St Elizabeths Campus	NC	Infrastructure, Development, Highway Interchange, and Historic Preservation	\$ 841,078	\$ 380,296	\$ 2,169,393
2	Washington, DC, White House East and West Wing	R&A	Project Design- West Wing Phase II	\$ 224,036	\$ 6,245	\$ 376,216
3	White Oak, MD FDA Consolidation	NC	Phase IV and Phase VI Construction	\$ 984,415	\$ 173,773	\$ 1,158,188
4	Lakewood, CO Denver Federal Center Remediation	NC	Remediation	\$ 28,076	\$ 7,957	\$ 45,340
5	Indianapolis, IN, Major General Emmett J. Bean Federal Center	R&A	Construction Phase	\$ 36,650	\$ 65,813	\$ 102,463
6	Detroit, MI PV McNamara Federal Building Vehicle Maintenance Facility	NC	Project Design	\$ 0	\$ 3,658	\$ 45,651
7	Los Angeles, CA, 11000 Wilshire Boulevard	R&A	Project Design	\$ 0	\$ 51,217	\$ 627,557
8	New York, NY Moynihan U.S. Courthouse	R&A	Project Design and Construction	\$ 0	\$ 28,000	\$ 28,000
9	San Diego, CA, Edward J. Schwartz Federal Building and Courthouse	R&A	Project Design	\$ 0	\$ 23,282	\$ 211,225
10	Washington, DC, Elijah Barrett Prettyman Building	R&A	Project Design	\$ 0	\$ 22,900	\$ 288,051
11	Richmond, CA Hagel Federal Building (SSA)	R&A	Project Design and Phase I Construction	\$ 0	\$ 113,620	\$ 221,670
12	Martinsburg, WV, Internal Revenue Service	NC	Building Purchase	\$ 0	\$ 24,767	\$ 24,767
13	Washington, DC St Elizabeths Campus	NC	Infrastructure, Development, and Highway Interchange	\$ 0	\$ 408,019	\$ 0

NC: New Construction project
R&A: Repair and Alteration project

*U.S. General Services Administration
Five-Year Capital Plan*

Priority	Project Name	Project Type	Project Description	Prior Funding To Date	Additional Funding Required	Estimated Total Project Cost
14	Washington, DC, White House East and West Wing	R&A	Phase II Project Design East Wing and Phase II Construction West Wing	\$ 0	\$ 88,272	\$ 0
15	Lakewood, CO Denver Federal Center Remediation	NC	Remediation	\$ 0	\$ 9,307	\$ 0
16	Los Angeles, CA, 11000 Wilshire Boulevard	R&A	Construction Phase I	\$ 0	\$ 122,337	\$ 0
17	Washington, DC, Interior Federal Building	R&A	Construction Phase VI	\$ 219,584	\$ 51,491	\$ 271,075
18	Washington, DC, Harry S. Truman Federal Building	R&A	Construction Phase V	\$ 124,717	\$ 54,020	\$ 178,737
19	Los Angeles, CA Royball FB-CT - Assumes Design Funded from Original LA New Construction Project	R&A	Construction Phase	\$ 21,000	\$ 301,500	\$ 322,500
20	Kansas City, MO Federal Building	NC	Site Acquisition and Design	\$ 0	\$ 22,437	\$ 227,861
21	San Francisco, CA 450 Golden Gate Federal Building (FBI)	R&A	Project Design	\$ 0	\$ 5,000	\$ 45,000
22	Salt Lake City, UT Moss Federal Building Courthouse	R&A	Project Design	\$ 0	\$ 8,881	\$ 104,800
23	Washington, DC Walter Reed Army Medical Hospital	NC	Site Acquisition	\$ 0	\$ 135,000	\$ 1,683,000
24	Washington, DC St Elizabeths Campus	NC	Development	\$ 0	\$ 540,000	\$ 0
25	Washington, DC, White House East and West Wing	R&A	Construction East Wing Phase II	\$ 0	\$ 57,663	\$ 0

NC: New Construction project
R&A: Repair and Alteration project

U.S. General Services Administration
Five-Year Capital Plan

Capital Plan for Federal Buildings (cont.)

(Dollars in Thousands)

Priority	Project Name	Project Type	Project Description	Prior Funding To Date	Additional Funding Required	Estimated Total Project Cost
26	Washington, DC, Lafayette Federal Building	R&A	Construction Phase II	\$ 137,297	\$ 121,808	\$ 259,105
27	Washington, DC, 1800 F Street GSA Central Office Building	R&A	Construction Phase II	\$ 174,293	\$ 178,943	\$ 353,236
28	Honolulu, HI, Prince Jonah Kuhio Kalaniana'ole Federal Building and Courthouse	R&A	Construction Phase II	\$ 121,000	\$ 260,000	\$ 381,000
29	New York, NY 26 Federal Plaza (FBI)	R&A	Project Design	\$ 0	\$ 40,000	\$ 810,000
30	Detroit, MI Levin U.S. Courthouse	R&A	Project Design	\$ 0	\$ 23,000	\$ 250,000
31	Detroit, MI PV McNamara Federal Building Vehicle Maintenance Facility	NC	Construction Phase	\$ 0	\$ 41,993	\$ 0
32	Los Angeles, CA, 11000 Wilshire Boulevard	R&A	Construction Phase II	\$ 0	\$ 95,675	\$ 0
33	San Diego, CA, Edward J. Schwartz Federal Building and Courthouse	R&A	Construction Phase	\$ 0	\$ 187,943	\$ 0
34	Washington, DC, Elijah Barrett Prettyman Building	R&A	Construction Phase I	\$ 0	\$ 60,030	\$ 0
35	Richmond, CA Hagel Federal Building (SSA)	R&A	Construction Phase II	\$ 0	\$ 42,100	\$ 0
36	San Francisco, CA 450 Golden Gate Federal Building (FBI)	R&A	Construction Phase	\$ 0	\$ 40,000	\$ 0
37	Salt Lake City, UT Moss Federal Building Courthouse	R&A	Construction Phase	\$ 0	\$ 95,919	\$ 0

NC: New Construction project
R&A: Repair and Alteration project

*U.S. General Services Administration
Five-Year Capital Plan*

Priority	Project Name	Project Type	Project Description	Prior Funding To Date	Additional Funding Required	Estimated Total Project Cost
38	Washington, DC Walter Reed Army Medical Hospital	NC	Project Design, Infrastructure, Stabilization and Demolition	\$ 0	\$ 66,000	\$ 0
39	Washington, DC, Herbert C. Hoover Building	R&A	Construction Phase IV	\$ 297,029	\$ 97,043	\$ 834,926
40	San Juan, PR FBI Field Office Consolidation	NC	Construction Phase	\$ 42,667	\$ 148,000	\$ 190,667
41	Philadelphia, PA Byrne/Green Complex	R&A	Project Design	\$ 0	\$ 10,000	\$ 90,000
42	Washington, DC HUD Building	R&A	Project Design	\$ 0	\$ 22,688	\$ 431,063
43	Woodlawn, MD Altmeyer Building	R&A	Project Design	\$ 0	\$ 25,000	\$ 310,000
44	Lakewood, CO Denver Federal Center Building 20	NC	Project Design	\$ 0	\$ 9,300	\$ 154,575
45	Los Angeles, CA, 300 N Los Angeles Federal Building	R&A	Project Design	\$ 0	\$ 11,000	\$ 99,000
46	San Francisco, CA 630 Sansome Federal Building (ICE)	R&A	Project Design	\$ 0	\$ 3,300	\$ 28,000
47	Richmond, VA Lewis Powell U.S. Courthouse	R&A	Project Design	\$ 0	\$ 4,000	\$ 56,000
48	Baltimore, MD Fallon Building (ICE)	R&A	Project Design	\$ 0	\$ 2,000	\$ 20,000
49	Los Angeles, CA, 11000 Wilshire Boulevard	R&A	Construction Phase III	\$ 0	\$ 97,900	\$ 0
50	Washington, DC, Elijah Barrett Prettyman Building	R&A	Construction Phase II	\$ 0	\$ 47,490	\$ 0
51	Kansas City, MO Federal Building	NC	Construction Phase	\$ 0	\$ 205,424	\$ 0

NC: New Construction project
R&A: Repair and Alteration project

U.S. General Services Administration
Five-Year Capital Plan

Capital Plan for Federal Buildings (cont.)

(Dollars in Thousands)

Priority	Project Name	Project Type	Project Description	Prior Funding To Date	Additional Funding Required	Estimated Total Project Cost
52	Washington, DC Walter Reed Army Medical Hospital	NC	Project Design, Infrastructure, Stabilization and Demolition	\$ 0	\$ 82,000	\$ 0
53	Detroit, MI Levin U.S. Courthouse	R&A	Construction Phase I	\$ 0	\$ 114,000	\$ 0
54	Washington, DC, Herbert C. Hoover Building	R&A	Construction Phase V	\$ 0	\$ 106,607	\$ 0
55	Washington, DC HUD Building	R&A	Construction Phase I	\$ 0	\$ 163,425	\$ 0
56	Lakewood, CO Denver Federal Center Building 20	NC	Construction Phase	\$ 0	\$ 145,275	\$ 0
57	Los Angeles, CA, 300 N Los Angeles Federal Building	R&A	Construction Phase	\$ 0	\$ 88,000	\$ 0
58	San Francisco, CA 630 Sansome Federal Building (ICE)	R&A	Construction Phase	\$ 0	\$ 24,700	\$ 0
59	Richmond, VA Lewis Powell U.S. Courthouse	R&A	Construction Phase	\$ 0	\$ 52,000	\$ 0
60	Baltimore, MD Fallon Building (ICE)	R&A	Project Design	\$ 0	\$ 18,000	\$ 0
61	Washington, DC, Nebraska Avenue Complex	R&A	Project Design	\$ 0	\$ 28,000	\$ 300,000
62	Chicago, IL Federal Building	NC	Project Design	\$ 0	\$ 56,552	\$ 483,114

Total, Five-Year Plan

\$ 3,251,842 \$ 5,520,570 \$ 13,182,180

NC: New Construction project
R&A: Repair and Alteration project

Five-Year Courthouse Project Plan for FYs 2011-2015
As Approved by the Judicial Conference of the United States
September 15, 2009
(estimated dollars in millions)

FY 2011				Score
1	Salt Lake City, UT	Add'l. D / C	\$211.0	67.9
2	Savannah, GA	Add'l D	\$8.0	61.3
3	San Antonio, TX	Add'l. D	\$4.0	61.3
4	Mobile, AL	Add'l. S&D/C	\$190.3	59.8
\$413.3				

FY 2012				Score
1	Nashville, TN	Add'l. S&D/C	\$173.5	67.3
2	Savannah, GA	C	\$95.5	61.3
3	San Jose, CA	Add'l. S	\$38.6	54.5
4	Greenbelt, MD	D	\$10.3	53.8
\$317.9				

FY 2013				Score
1	San Antonio, TX	C	\$142.2	61.3
2	Charlotte, NC	C	\$126.4	58.5
3	Greenville, SC	C	\$79.1	58.1
4	Harrisburg, PA	C	\$57.3	56.8
5	San Jose, CA	D	\$17.2	54.5
\$422.2				

FY 2014				Score
1	Norfolk, VA	C	\$104.7	57.4
2	Anniston, AL	C	\$20.4	57.1
3	Toledo, OH	C	\$109.3	54.4
4	Greenbelt, MD	C	\$118.1	53.8
\$352.5				

FY 2015				Score
1	San Jose, CA	C	\$223.9	54.5
\$223.9				

S = Site; D = Design; C = Construction; Add'l. = Additional
All cost estimates subject to final verification with GSA.

U.S. General Services Administration

GOVERNMENT-WIDE POLICY

Fiscal Year 2011 Budget Request

CONTENTS

Appropriations Language	2
Program Description	3
Explanation of Changes, Appropriated Dollars and FTE	4
Summary of the Request	5
Amounts Available for Obligation.....	7
Obligations by Object Classification	8
Obligations by Program	9
Office of Government-wide Policy	10

Appropriations Language

For expenses authorized by law, not otherwise provided for, for Government-wide policy and evaluation activities associated with the management of real and personal property assets and certain administrative services; Government-wide policy support responsibilities relating to acquisition, telecommunications, information technology management, and related technology activities; and services as authorized by 5 U.S.C. 3109; **\$85,121,000**, of which \$4,000,000, to be available until expended, is provided for the Office of Federal High Performance Green Buildings.

Program Description

This appropriation provides for the activities of the Office of Government-wide Policy including the Office of Federal High Performance Green Buildings. The Office of Government-wide Policy, working cooperatively with other agencies, provides the leadership needed to develop and evaluate the implementation of polices associated with real and personal property, vehicles, aircraft, information technology, transportation and travel management and developing procurement policies and regulations as well as improving the acquisition workforce. These policies are designed to achieve the most cost-effective solutions for the delivery of those administrative services.

The Office of Federal High Performance Green Buildings will provide building standards, practices, and a certification system to ensure that all Federal facilities (buildings and work places) are designed and managed in a sustainable manner. Budget authority and other data provided here include \$4,000,000 provided for this office in the American Recovery and Reinvestment Act of 2009 (Public Law 111-5).

The policy support activities funded under this account include the Federal Procurement Data Center, Regulatory Information Service Center, the Catalog of Federal Domestic Assistance, and the Committee Management Secretariat.

Explanation of Changes, Appropriated Dollars and FTE

(Dollars in Thousands)

	<u>FTE</u>	<u>Budget Authority</u>
2010 Enacted Level.....	173.0	\$ 59,665
2011 Request.....	<u>187.0</u>	<u>\$ 85,121</u>
Net Change.....	14.0	\$ 25,456
<hr/>		
	<u>FTE</u>	<u>Budget Authority</u>
Maintaining Current Levels:		
Annualization of the FY 2010 Pay Increase (2.0%)		\$ 133
FY 2011 Pay Increase (1.4%), Effective January 2011		280
Inflation (0.5%)	<u> </u>	<u>181</u>
Subtotal, Maintaining Current Levels.....	0.0	\$ 594
Program Decreases:		
Non-Recur FY 2010 funding for § 872 database		-\$1,400
Program Increases:		
Modernization of government-wide information systems to improve reliability and transparency		\$20,500
Office of Federal High Performance Green Buildings activities to develop government-wide standards and policies for green Federal buildings	9.0	4,000
Federal Advisory Committee Act (FACA) increased transparency in regulatory processes	2.0	900
Transfer in of Forms.gov from the Small Business Administration	2.0	737
Transfer in of Central Contractor Registration (CCR) from the Department of Defense	<u>1.0</u>	<u>125</u>
Subtotal, Program Increases.....	14.0	\$ 26,262
Net Change.....	14.0	\$ 25,456

Summary of the Request

The FY 2011 budget requests a total of **\$85,121 thousand** for the operating requirements of the Office of Government-wide Policy (OGP), including the Office of Federal High-Performance Green Buildings (OFH-PGB), a net increase of \$25,456 thousand over the level requested in the FY 2010 enacted level.

The requested level provides for the following initiatives:

- **\$594 thousand** for the annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise, and cost increases for inflation.
- **-\$1,400 thousand** reduction to partially off-set funds requested for FY 2011. This decrease non-recurs funds provided in the FY 2010 enacted level for a government-wide database on contractor integrity and performance. Section 872 of the Duncan Hunter National Defense Authorization Act for FY 2009 (Public Law 110-417) directed GSA and the Office of Management and Budget to establish this database. The FY 2010 Consolidated Appropriations Act (P.L. 111-117) provided \$2,000 thousand in the Government-wide Policy appropriation. The FY 2011 Request retains \$600 thousand to provide for operations and maintenance of the database, once completed.
- **\$20,500 thousand** for modernization and upgrades to government-wide information systems managed and supported by OGP. Funds provided will be used to increase system capacity, improve data quality, and lower operating cost in the future years for multiple Federal systems, focusing on the Integrated Acquisition Environment (IAE), but also potentially including the Federal Real Property Profile, USASpending.gov, and the Regulatory Combined Information System (ROCIS).

Timely investment in these systems is critical to fulfilling the Federal Funding Accountability and Transparency Act (FFATA) and the President's Open Government Directive. The funds requested would be used for system modernizations necessary to improve data reliability, interoperability, and accessibility. Increased the accessibility and transparency of government spending data, regulatory information, and contracting opportunities will attract new entrants into the Federal market which will improve competition.

This initiative will focus on the Integrated Acquisition Environment (IAE), a collection of eight procurement and procurement-related systems that were developed independently, use different software, and operate on different platforms run by different contractors. Funds provided would be used to consolidate the separate systems to an integrated platform for Federal procurement. A single platform for IAE will improve transparency and support open Government objectives by improving data quality, simplifying access to Federal acquisition data, and improving usability of procurement systems for Federal acquisition professionals and citizens alike. A modernized IAE will provide reliable, accurate data to citizens and will provide agencies with the data necessary to analyze and strengthen their acquisition practices and improve how contracts are awarded and managed. Funds will also provide for operation and maintenance for critical IAE components.

- **\$4,000 thousand and 9 FTE** for salaries and expenses of the Office of Federal High-Performance Green Buildings. This request is a continuation of funding provided in the American Recovery and Reinvestment Act of 2009 (Public Law 111-5). Funds requested for

FY 2011 will allow GSA to provide high-performance green building standards and to disseminate practices, technologies and research results through outreach, education, and technical assistance government-wide. In FY 2010, responsibility for the OFH-PGB was transferred to the OGP, instead of the Public Building Service (as stated in the FY 2010 Congressional Justification). This realignment will allow the OFH-PGB to leverage OGP's government-networks and regulatory and policy expertise to rapidly develop and deploy Federal green building policy.

- **\$900 thousand and 2 FTE** to meet workload increases in OGP Federal Advisory Committee Act (FACA) programs. Presidential initiatives to increase transparency and create an open Government have increased demands on FACA information systems beyond their current capacity. OGP requires additional staffing and IT investments to increase accessibility to the nearly 7,000 FACA meetings held each year (including webcasts), enhance usability of the FACA website and improve its design, provide training to other agencies, and establish an audit function to ensure Executive Branch compliance with transparency requirements. Requested funding would also support development of FACA 2.0, an initiative to revise OGP implementing regulations, and to redesign and expand the FACA Shared Management System and the FACA.gov website.
- **\$737 thousand and 2 FTE** for the E-Forms Catalog, also known as Forms.gov. Forms.gov provides businesses and citizens with a common access point to Federal agency forms. Forms.gov was previously funded as part of the Business Gateway electronic government project, managed by the U.S. Small Business Administration (SBA). The requested funds provide for the transfer of authority for Forms.gov from SBA to GSA and provide a permanent source of funding for the program with appropriated funds. Beginning in FY 2011, GSA will assume responsibility for Forms.gov technical support, including hosting and operations and an electronic interface with ROCIS, the government-wide regulatory information system.
- **\$125 thousand and 1 FTE** for the Central Contractor Registry (CCR) system. CCR is a government-wide system that provides a single registration point for potential vendors and grantees wanting to do business with the Federal government. CCR is a component of the Integrated Acquisition Environment (IAE), and is currently managed by the Department of Defense (DoD). DoD transferred authority for this program to GSA in FY 2010. The requested funds will provide for a Deputy Project Manager to support CCR operations.

Reimbursable Programs: In FY 2011, OGP anticipates providing reimbursable services to other Federal agencies in the amount of **\$22,500 thousand**, comprised of:

- \$5,500 thousand for the government-wide policy activities; and
- \$17,000 thousand to support Inter-Agency Management Councils. Section 723 Division D of Public Law 111-8 permits the head of each Executive department and agency to transfer funds to the Government-wide Policy account, to support government-wide financial, information technology, procurement, and other management innovations, initiatives, and activities.

Amounts Available for Obligation
(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
Unobligated balance, start of year.....	\$ 0	\$ 4,000	\$ 0
New discretionary authority:			
Appropriation	\$ 54,578	\$ 59,665	\$ 85,121
Recovery Act multi-year (09/10).....	4,000	0	0
Subtotal, discretionary authority.....	<u>\$ 58,578</u>	<u>\$ 59,665</u>	<u>\$ 85,121</u>
Reimbursable authority:			
New authority.....	\$ 407	\$ 2,000	\$ 5,500
Transfers in for Inter-Agency Councils.....	16,684	17,000	17,000
Change in uncollected payments.....	363	0	0
Subtotal, reimbursable authority.....	<u>\$ 17,454</u>	<u>\$ 19,000</u>	<u>\$ 22,500</u>
Unobligated balance, expiring.....	-\$ 152		
Unobligated balance of multi-year funds.....	-\$4,000	\$0	\$0
Total, obligations.....	<u>\$ 71,880</u>	<u>\$ 78,665</u>	<u>\$ 107,621</u>
Obligations, Appropriated	54,375	55,665	85,121
Obligations, Recovery Act.....	0	4,000	0
Obligations, reimbursable.....	17,505	19,000	22,500
<i>Net Outlays</i>	<u>\$ 52,346</u>	<u>\$ 78,785</u>	<u>\$ 80,316</u>

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-time, permanent.....	\$ 18,694	\$ 21,204	\$ 22,965
11.3 Other than full-time permanent.....	115	32	32
11.5 Other personnel compensation.....	843	849	850
11.8 Special personnel services payments.....	31	35	36
12.1 Civilian personnel benefits.....	4,153	4,553	5,091
21.0 Travel and transportation of persons.....	326	356	358
22.0 Transportation of things.....	17	0	0
23.1 Rental payments to GSA.....	2,014	2,033	2,034
23.3 Communications and utilities.....	127	155	156
Subtotal, Rent, communications & utilities..	\$ 2,141	\$ 2,188	\$ 2,190
24.0 Printing and reproduction.....	524	616	619
25.1 Advisory and assistance services.....	18,606	19,207	42,302
25.2 Other services.....	0	350	352
25.3 Goods & services from Gov't accounts.....	8,357	9,806	9,854
25.7 Operation and maintenance of equipment.....	8	0	0
Subtotal, Contractual services.....	\$ 26,971	\$ 29,363	\$ 52,508
26.0 Supplies and materials.....	123	134	135
31.0 Equipment.....	437	335	337
99.0 Obligations, appropriated.....	\$ 54,375	\$ 59,665	\$ 85,121
Subtotal, PC&B.....	23,836	26,673	28,974
Subtotal, Non-labor.....	30,539	32,992	56,147
99.1 Obligations, Recovery Act.....	0	4,000	0
99.2 Obligations, reimbursable.....	17,505	19,000	22,500
99.9 Total obligations.....	\$ 71,880	\$ 82,665	\$ 107,621
Full-Time Equivalent (FTE)	163.0	186.0	191.0

Obligations by Program
(Dollars in Thousands)

	FY 2009		FY 2010		FY 2011	
	FTE	Actual obligations	FTE	Current obligations	FTE	Request obligations
1. Office of Governmentwide Policy (OGP):						
Annual appropriation:						
a. Government-wide Policy	127.0	\$ 43,947	130.0	\$ 47,231	134.0	\$ 68,428
b. Acquisition Policy	<u>35.0</u>	<u>10,428</u>	<u>43.0</u>	<u>12,434</u>	<u>44.0</u>	<u>12,693</u>
Subtotal, Appropriated....	162.0	\$ 54,375	173.0	\$ 59,665	178.0	\$ 81,121
Reimbursable Authority:						
a. Governmentwide Policy	1.0	\$ 533	1.0	\$ 1,000	2.0	\$ 4,500
b. Acquisition Policy	0.0	288	2.0	1,000	2.0	1,000
c. Inter-Agency Councils	<u>0.0</u>	<u>16,684</u>	<u>1.0</u>	<u>17,000</u>	<u>0.0</u>	<u>17,000</u>
Subtotal, Reimbursable....	1.0	\$ 17,505	4.0	\$ 19,000	4.0	\$ 22,500
Total, OGP.....	163.0	\$ 71,880	177.0	\$ 78,665	182.0	\$ 103,621
2. Office of Federal High-Performance Green Buildings:						
Recovery Act (09/10)	0.0	\$ 0	9.0	\$ 4,000	0.0	\$ 0
No-Year Appropriation	<u>0.0</u>	<u>0</u>	<u>0.0</u>	<u>0</u>	<u>9.0</u>	<u>4,000</u>
Total, OFHPGB.....	0.0	\$ 0	9.0	\$ 4,000	9.0	\$ 4,000
Total, Appropriated.....	162.0	\$ 54,375	182.0	\$ 63,665	187.0	\$ 85,121
Total, Reimbursable.....	<u>1.0</u>	<u>17,505</u>	<u>4.0</u>	<u>19,000</u>	<u>4.0</u>	<u>22,500</u>
Grand Total.....	163.0	\$ 71,880	186.0	\$ 82,665	191.0	\$ 107,621

Office of Government-wide Policy

Program Description

The Office of Government-wide Policy (OGP) consolidates multiple policy functions into a single organization for the entire Federal government. OGP's policymaking authority covers the areas of acquisition and Federal contracting, personal and real property, Federal high-performance Green buildings, travel and transportation, information technology, regulatory information, and the use of Federal advisory committees. OGP delivers the policy necessary to inform actions, drive change, and transform Government.

OGP increases the effectiveness of Federal administrative policies by increasing public access to Federal administrative and regulatory data and by providing participatory and collaborative space for Federal agencies and for citizens. OGP creates open Government by providing tools and publishing metadata to assist citizens in understanding and analyzing Federal data sets. OGP improves the efficiency of the Federal government by managing government-wide information systems, including the acquisition systems of the Integrated Acquisition Environment, developing the Federal civilian acquisition workforce, and leading the Government in policies and standards for Federal High-Performance Green Buildings.

GSA has re-aligned the Office of the Chief Acquisition Officer (OCAO) and the Office of Federal High-Performance Green Buildings (OFH-PGB) into the Office of Government-wide Policy. These changes were made to better position GSA to support the policy objectives of the Administration. GSA consolidated its government-wide policy organizations in order to increase the coordination between the three offices and increase effectiveness of GSA's government-wide administrative policies. As a part of this realignment, GSA has merged the OGP Office of Technology Strategy and the Integrated Acquisition Environment (IAE, formerly in the OCAO). This change brings management of USASpending.gov and Federal Procurement Data System (FPDS, a component system of IAE and the data source for USASpending.gov) into the same organization. This consolidation will allow OGP to streamline reporting, establish common data standards, and initiate data quality procedures that will improve the accuracy, usefulness, and transparency of Federal spending data that is provided to the public.

Major OGP programs include:

The Office of Technology Strategy supports the development of standards and interoperability guidelines for electronic commerce and facilitates government-wide implementation of electronic applications. This office develops policy for adoption of a common information architecture, open Government initiatives, consolidated data centers and IT hardware platforms, and security, including the Federal Identity, Credential and Access Management (FICAM).

The Office of Acquisition Policy has government-wide responsibility for developing acquisition policies and regulations, developing the acquisition workforce, and ensuring accountability for acquisition decision making. This office also provides GSA acquisition policies, processes, metrics, and oversight programs to ensure compliance with applicable laws and regulations, and to foster full and open competition for all contract opportunities. This office also includes the **Federal Acquisition Institute**, which has responsibility for the training and development of the civilian acquisition workforce for the entire Executive Branch.

The Regulatory Information Service Center (RISC) compiles and publishes information about Federal regulatory and deregulatory activities. RISC publications, databases and computer system enable OMB's Office of Information and Regulatory Affairs (OIRA) to carry out its responsibilities for coordination and review of Federal regulations under Executive Order 12866, "Regulatory Planning and Review", and its information collection review function under the Paperwork Reduction Act.

The Office of Federal High Performance Green Buildings provides leadership in sustainable acquisition, construction and management of Federal facilities and structures as well as fulfill objectives laid out under the Energy Independence and Security Act of 2007 (P.L. 110-140, "EISA"). This office advances Federal green building performance in key areas such as energy use, water use, indoor environmental quality, and greenhouse gas (GHG) emissions reduction.

The Office of Travel, Transportation and Asset Management develops government-wide policies and guidelines for the administrative management of personal property, aircraft, motor vehicles, mail, relocation, travel and transportation. This office produces a number of high-profile policies in this arena, including: annual per diem rates for the Federal government; mileage reimbursement rates for privately-owned vehicles; and sales of Federal assets.

The Office of Real Property Management provides government-wide real property asset management guidance to Federal agencies through regulations and policy documents. This office fosters interagency and public-private collaboration to facilitate the adoption of innovative practices within the Federal community that lead to improved management of Federal real property and alternative workplace arrangements.

Committee Management Secretariat: Federal advisory committees support the policy and operating goals of the Administration by developing recommendations that are responsive to the issues of the sponsoring organizations. The Committee Management Secretariat has government-wide responsibilities for the management of the Federal Advisory Committee Act (FACA) program. The Secretariat improves Government management by developing guidelines and maximizing public participation that result in better decisions by Federal agencies.

Regulatory and Federal Assistance: OGP disseminates a wide variety of Federal regulations, including: the Federal Acquisition Regulations (FAR), Federal Travel Regulation (FTR), Federal Management Regulation (FMR), and the Federal Property Management Regulation (FPMR). OGP provides the Catalog of Federal Domestic Assistance (CFDA), a compendium of all domestic assistance programs managed by Federal agencies.

FY 2011 Budget Request

The FY 2011 budget request provides **\$85,121 thousand** for the Government-wide Policy appropriation, an increase of \$23,456 thousand over the FY 2010 appropriated level. The funds requested will allow OGP to deliver the policy necessary to inform actions, drive change, and transform Government.

In FY 2011, OGP will develop new polices, modernize government-wide information systems, and re-focus resources to deliver meaningful progress in Presidential priorities, including transparency, sustainability, and Federal contracting reform. Key initiatives include:

1. *Re-architect and modernize the Integrated Acquisition Environment.*—OGP has requested \$20,500 thousand to modernize several government-wide information systems; however, the focus of this initiative will be on IAE modernization. IAE is a set of eight separate systems: the Central Contractor Registry (CCR), the Excluded Parties List System (EPLS), the electronic Subcontracting Reporting System (eSRS), Federal Business Opportunities (FBO), the Federal Procurement Data System (FPDS), the On-Line Representation and Certifications Application (ORCA), Past Performance Information Retrieval System (PPIRS), and Wage Determinations On-Line (WDOL).

Each of the eight IAE systems was uses different software, unique data elements, separate user accounts, different reporting capabilities, and operates on different hardware platforms run by different contractors. This complex and stove-piped environment reinforces operating inefficiencies, confounds transparency, and makes it difficult to respond to policy or technology changes in a timely manner. GSA will work with the Office of Management and Budget (OMB) Offices of E-Government and Information Technology and Federal Procurement Policy to develop a modernization plan that will re-architect and consolidate of IAE into the integrated procurement platform of the future.

The new integrated platform will focus on both business services and data. The functions performed by the current IAE applications will be migrated to a set of acquisition business services based on cutting-edge architecture, concepts, and technology. The next generation of IAE services will consolidate and share services currently duplicated across the enterprise in each application, such as authentication, help desk, hosting, and web services. Contracting personnel will be able to access IAE data from within their agency contract writing systems, and each agency will have one acquisition system that allows them to create new solicitations, review solicitations and review references. These and other advances in acquisition service delivery will reduce the administrative costs of Federal contracting, will increase competition by making it easier for vendors to do business with the government, and increase transparency by improving speed, volume, and quality of Federal procurement data that is available to the public.

2. *Improve environmental and energy performance of Federal buildings.*—EISA directed GSA to establish an Office of Federal High-Performance Green Buildings (OFH-PGB), which was provided \$4,000 thousand in the American Recovery and Reinvestment Act of FY 2009. Since then, GSA has appointed a Director and OFH-PGB has begun hiring, has completed a review of key building systems, and has published policy guidance for Recovery Act building projects. This guidance is publicly available and provides minimum performance criteria for both Federal agencies to incorporate into their projects. The Office has also

initiated a green building demonstration program and is beginning a series of workshops on strategies for meeting green building responsibilities.

In FY 2011, OFH-PGB will review and analyze the latest green building standards in areas such as energy efficiency, water conservation, and indoor environmental quality, and will begin benchmarking commercial green building performance (in cooperation with the Department of Energy). The office will begin research to identify effective and replicable green building technologies and systems for Federal buildings, while coordinating with other agencies to establish research agendas for design, construction, operation, and maintenance of high-performance green buildings. OFH-PGB will issue guidance and tools for inventorying and tracking GHG emissions; publish case studies, best practices, user guides, and web-based resources; and will develop and deliver workshops to brief Federal building managers on practices and technologies to meet new the green building agenda.

3. *Modernize Federal administrative policies and upgrade government-wide systems to create open Government.*—OGP will invest in its systems and websites, including FACA.gov, Regulations.gov, and Forms.gov, to make them searchable, participatory, collaborative, and more meaningful for citizens. OGP will establish government-wide strategies, policies, and practices to support knowledge management and information sharing (including the semantic web), intra-governmental and government-to-citizen collaboration, and emerging technologies such as Web 2.0 applications. OGP will continue to demonstrate leadership in government-wide initiatives that support a modern, efficient, and open Government, including cloud computing, telework, and personnel authentication for physical and logical access (HSPD-12).

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U.S. General Services Administration

OPERATING EXPENSES

Fiscal Year 2011 Budget Request

CONTENTS

Appropriations Language	2
Program Description	2
Explanation of Changes, Appropriated Dollars and FTE	3
Summary of the Request	4
Amounts Available for Obligation	5
Obligations by Object Classification	6
Obligations by Program	7
Explanation of Changes by Program	8
Federal Acquisition Service, Personal Property Program	10
Public Buildings Service, Office of Real Property Disposal	12
Office of Communications	14
Management and Administration	15
Civilian Board of Contract Appeals	16

Appropriations Language

For expenses authorized by law, not otherwise provided for, for Government-wide activities associated with utilization and donation of surplus personal property; disposal of real property; agency-wide policy direction, management, and communications; the Civilian Board of Contract Appeals; services as authorized by 5 U.S.C. 3109; and not to exceed \$7,500 for official reception and representation expenses, **\$72,203,000**.

Program Description

This appropriation supports a variety of operational activities which are not feasible or appropriate for a user fee arrangement. Major programs include the personal property utilization and donation activities of the Federal Acquisition Service; the real property utilization and disposal activities of the Public Buildings Service; the activities of the Civilian Board of Contract Appeals; and Management and Administration activities including support of Government-wide emergency response and recovery activities, and top-level agency-wide management, administration, and communications activities.

Explanation of Changes, Appropriated Dollars and FTE
(Dollars in Thousands)

	<u>FTE</u>	<u>Budget Authority</u>
2010 Enacted Level.....	354.0	\$ 72,881
2011 Request.....	<u>354.0</u>	<u>\$ 72,203</u>
Net Change.....	0.0	-\$678

	<u>FTE</u>	<u>Budget Authority</u>
Maintaining Current Levels:		
Annualization of the FY 2010 Pay Increase (2.0%)		\$ 220
FY 2011 Pay Increase (1.4%), Effective January 2011		466
Inflation (0.5%)	—	<u>136</u>
Subtotal, Maintaining Current Levels.....	0.0	\$ 822
Program Decrease:		
Management & Administration Program Decrease		-\$500
Non-Recur FY 2010 increase for Oklahoma City National Memorial Foundation		-\$1,000
Net Change.....	0.0	-\$678

Summary of the Request

The FY 2011 budget request provides a total of **\$72,203 thousand** for the programs in this account, a net decrease of **-\$678 thousand** from the FY 2010 enacted level.

The FY 2011 budget request provides an increase of **\$822 thousand** for the costs of the FY 2011 pay raise and inflation, as well as the annualization of the FY 2010 Federal pay raise. This increase provides funding to maintain current levels of services in the programs funded by the Operating Expenses appropriation:

- The Personal Property Utilization and Donation program, which transfers personal property no longer needed by a Federal agency to other Federal agencies, State and local governments, and nonprofit organizations;
- The Office of Real Property Utilization and Disposal, which transfers or sells unneeded property assets to benefit the Federal government and surrounding communities;
- The Office of Communications, which provides a full array of marketing products and services and represents GSA externally via the national and international media;
- Management and Administration, which provides top-level, agency-wide direction and support activities and supports government-wide emergency response and recovery activities; and
- The Civilian Board of Contract Appeals, which adjudicates contract claims between government contractors and most civilian Federal agencies.

The FY 2011 budget request includes a decrease of **-\$500 thousand** to the Management & Administration programs as well as a decrease of **-\$1 million** for FY 2010 non-recurring cost for Oklahoma City National Memorial Foundation.

Reimbursable Program: In FY 2011, the programs of the Operating Expenses appropriation anticipate providing reimbursable services to other Federal agencies in the amount of \$14,635 thousand and 17 FTE. This amount includes:

- \$3,135 thousand and 10 FTE to store excess personal property during the required disposal screening process, when requested by the donating agency; and
- \$11,500 thousand and 7 FTE for real estate disposal services for: (a) specialized properties outside the purview of the Federal Property and Administrative Services Act of 1949; and (b) real property seized, forfeited, or foreclosed on by other agencies.

U.S. General Services Administration
Operating Expenses

Amounts Available for Obligation
(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Request
Unobligated balance, start of year.....	\$ 2,581	\$ 2,454	\$ 410
Discretionary authority:			
Annual appropriation.....	\$ 70,645	\$ 72,881	\$ 72,203
Reimbursable authority:			
New authority.....	\$ 2,504	\$ 14,584	\$ 14,635
Change in uncollected payments.....	1,927	0	0
Subtotal, reimbursable authority.....	\$ 4,431	\$ 14,584	\$ 14,635
Recovery of prior-year obligations.....	\$ 7	\$ 0	\$ 0
Unobligated balance, expiring.....	-\$ 6,346	\$ 0	\$ 0
Unobligated balance, reimbursable.....	-\$ 1,423	\$ 0	\$ 0
Unobligated balance, end of year.....	-\$ 2,454	-\$ 410	-\$ 410
Total, obligations.....	\$ 67,441	\$ 89,509	\$ 86,838
Obligations, appropriated (annual).....	64,299	72,881	72,203
Obligations, appropriated (no-year).....	134	2,044	0
Obligations, reimbursable.....	3,008	14,584	14,635
<i>Net Outlays</i>	<i>70,675</i>	<i>72,278</i>	<i>71,836</i>

* Start-of-year and end-of-year unobligated balances represent two no-year appropriations to the Operating Expenses appropriation. Amounts are provided for a number of very specific purposes, and are not available for the general use of the programs funded by this account. Amounts reported here exclude \$396 thousand in No-Year funds that are not available for obligation.

U.S. General Services Administration
 Operating Expenses

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-time, permanent.....	\$ 28,288	\$ 34,852	\$ 35,390
11.3 Other than full-time permanent.....	103	117	118
11.5 Other personnel compensation.....	1,016	1,131	1,150
12.1 Civilian personnel benefits.....	6,595	8,115	8,243
21.0 Travel and transportation of persons.....	1,505	1,514	1,518
22.0 Transportation of things.....	17	17	17
23.1 Rental payments to GSA.....	4,818	5,354	5,676
23.2 Rental payments to others.....	228	227	228
23.3 Communications and utilities.....	410	490	492
Subtotal, Rent, communications & utilities..	\$ 5,456	\$ 6,071	\$ 6,396
24.4 Printing and reproduction.....	38	102	102
25.1 Advisory and assistance services.....	3,398	2,935	2,951
25.2 Other services.....	8	173	174
25.3 Goods & services from Gov't accounts.....	16,568	16,043	15,331
25.7 Operation and maintenance of equipment.....	32	77	77
Subtotal, Contractual services.....	\$ 20,006	\$ 19,228	\$ 18,533
26.0 Supplies and materials.....	339	333	334
31.0 Equipment.....	716	251	252
41.0 Grants, subsidies, and contributions.....	150	1,150	150
99.0 Obligations, Appropriated (annual).....	\$ 64,299	\$ 72,881	\$ 72,203
Subtotal, PC&B.....	36,072	44,215	44,901
Subtotal, Non-labor.....	28,227	28,666	27,302
99.0 Obligations, appropriated (no-year).....	134	2,044	0
99.0 Obligations, reimbursable.....	3,008	14,584	14,635
99.0 Total obligations.....	\$ 67,441	\$ 89,509	\$ 86,838

U.S. General Services Administration
Operating Expenses

Obligations by Program
(Dollars in Thousands)

	FY 2009		FY 2010		FY 2011	
	FTE	Actual obligations	FTE	Current authority	FTE	Request authority
1. Personal Property Management:						
Annual appropriation	72.0	\$11,737	80.0	\$12,814	80.0	\$12,983
Reimbursable authority	<u>9.0</u>	<u>1,714</u>	<u>10.0</u>	<u>3,084</u>	<u>10.0</u>	<u>3,135</u>
Subtotal, PPM.....	81.0	\$13,451	90.0	\$15,898	90.0	\$16,118
2. Real Property Disposal:						
Annual appropriation	93.0	\$16,459	101.0	\$17,240	101.0	\$17,454
No-year appropriation	0.0	132	0.0	1,509	0.0	0
Reimbursable authority	<u>0.0</u>	<u>1,294</u>	<u>7.0</u>	<u>11,500</u>	<u>7.0</u>	<u>11,500</u>
Subtotal, RPD.....	93.0	\$17,885	108.0	\$30,249	108.0	\$28,954
3. Office of Communications:						
Annual appropriation	33.0	6,537	37.0	7,103	37.0	7,187
4. Management and Administration:						
Annual appropriation						
a. Management & Administration:	59.0	\$20,401	95.0	\$25,025	95.0	\$24,775
b. Congressional Initiatives:	<u>0.0</u>	<u>150</u>	<u>0.0</u>	<u>1,150</u>	<u>0.0</u>	<u>150</u>
Subtotal, M&A.....	59.0	\$20,551	95.0	\$26,175	95.0	\$24,925
5. Civilian Board of Contract Appeals:						
Annual appropriation	35.0	\$9,015	41.0	\$9,549	41.0	\$9,654
No-year appropriation	<u>0.0</u>	<u>2</u>	<u>0.0</u>	<u>535</u>	<u>0.0</u>	<u>0</u>
Subtotal, CBCA.....	35.0	\$9,017	41.0	\$10,084	41.0	\$9,654
Total, Annual appropriated.....	292.0	\$64,299	354.0	\$72,881	354.0	\$72,203
Total, No-year appropriation	0.0	134	0.0	2,044	0.0	0
Total, Reimbursable	<u>9.0</u>	<u>3,008</u>	<u>17.0</u>	<u>14,584</u>	<u>17.0</u>	<u>14,635</u>
Total, Budget Authority	301.0	\$67,441	371.0	\$89,509	371.0	\$86,838

U.S. General Services Administration
 Operating Expenses

Explanation of Changes by Program

(Dollars in Thousands)

	Personal Property		Real Property Disposal		Office of Communication	
	FTE	authority	FTE	authority	FTE	authority
FY 2010 Enacted Level	80.0	\$ 12,814	101.0	\$ 17,240	37.0	\$ 7,103
<i>Maintaining Current Levels:</i>						
Annualization of FY 2010 Pay Increase (2.0%)		50		61		23
FY 2011 Pay Increase (1.4%), Effective January 2011		105		128		50
Inflation (0.5%)		14		25		11
<i>Program Decreases:</i>						
M&A Program Decrease						
Non-Recur FY 2010 for Oklahoma City National Memorial Foundation						
FY 2011 Budget Request	80.0	\$ 12,983	101.0	\$ 17,454	37.0	\$ 7,187

U.S. General Services Administration
Operating Expenses

Management & Administration		Civ. Board of Contract App.		TOTAL		
FTE	authority	FTE	authority	FTE	authority	
95.0	\$ 26,175	41.0	\$ 9,549	354.0	\$ 72,881	FY 2010 Enacted Level
						Maintaining Current Levels:
	59		27		220	Annualization of FY 2010 Pay Increase (2.0%)
	124		59		466	FY 2011 Pay Increase (1.4%), Effective January 2011
	67		19		136	Inflation (0.5%)
	-500				-500	Program Decreases: M&A Program Decrease
	-1,000				-1,000	Non-Recur FY 2010 for Oklahoma City National Memorial Foundation
95.0	\$ 24,925	41.0	\$ 9,654	354.0	\$ 72,203	FY 2011 Budget Request

Federal Acquisition Service, Personal Property Program

Program Description

The Federal Acquisition Service (FAS) Personal Property program facilitates the transfer and reutilization of excess Federal personal property. Personal property no longer needed by a Federal agency may be offered at no cost to other Federal agencies, State and local governments, and eligible nonprofit organizations. These functions are managed and operated by the Utilization and Donation program, which is funded through the Operating Expenses appropriation.

Utilization and Donation: All Federal agencies must use excess personal property as the first source of supply. When an item is determined to be “excess”, it is first offered to other Federal agencies and will be transferred at no cost, if it can be used. If the property is not needed by any Federal agency, it is declared “surplus” and is offered to non-Federal government organizations on an “as is, where is” basis, with no warranty. Agencies are encouraged to report excess personal property to GSA through the use of GSAXcess®, to expedite the disposal process.

The Utilization and Donation program saves money for recipient organizations and promotes the efficient use of government resources. The program includes the Computers for Learning (CFL) program, which transfers excess Federal computer equipment to eligible schools and non-profit educational organizations, giving special consideration to those with the greatest financial need. In FY 2009, an estimated \$66.2 million in CFL property was redistributed for continued use.

Sales: When excess personal property cannot be disposed of through re-utilization or donation, the FAS Personal Property Sales Program allows Federal agencies to sell property directly to the public. GSA sells agency surplus property through GSA Auctions® to ensure quick disposal of assets, reduced administrative costs, and maximum return on investment. Expenses incurred to operate this segment of the Personal Property program are financed by the Acquisition Services Fund, through a portion of the proceeds realized from the sale of excess personal property.

FY 2011 Budget Request

The FY 2011 budget request provides **\$12,983 thousand** for personal property utilization and donation activities, an increase of \$169 thousand over the FY 2010 appropriated level. This increase would fund the annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise, and cost increases for inflation.

The key business strategy of the Personal Property Utilization and Donation program is to provide optimal property disposal solutions for Federal agencies that uphold Federal environmental requirements and make the most efficient and cost effective use of Federal personal property.

FAS is repositioning the program to emphasize not only the cost avoidance benefits of the program but the environmentally sound green aspects of reusing property to protect the environment by keep it out of landfills.

In FY 2011, the Personal Property Utilization and Donation program will add value for customers by:

- Providing optimal personal property disposal solutions for Federal agencies to maximize cost avoidance through the reuse of property;
- Streamlining the Federal disposal process to increase efficiencies, reduce inventory holding time, and reduce the cost to the customer;
- Maximizing use of and improving online tools and technology for a fully integrated disposal system; and
- Reviewing the fee structure for this program, in order to maintain a competitive Sales Center while implementing new initiatives.

In FY 2011, the Utilization and Donation program will continue to maximize tax dollars invested in Government-owned personal property by transferring one agency's excess property to another that can use it and by donating surplus Federal property to State and local governments. In FY 2009, Utilization and Donation avoided an estimated \$790 million in costs for Federal, State and local governments, and for eligible nonprofit organizations, by transferring and donating excess and surplus personal property. Cost avoidance estimates for FY 2010 and FY 2011 are \$760 million and \$720 million per annum, respectively.

The Utilization and Donation program will continue to make customer outreach and training an integral part of operations in FY 2011 and beyond. The Department of Defense is the largest generator of excess property and the Department of the Interior's U.S. Forest Service is the largest recipient of excess property. An aggressive nationwide schedule of customer outreach and training will promote the benefits of using utilization and donation programs to key and new customers at national events and during regional customer visits and training events.

In FY 2011, Utilization and Donation will continue to work to expand the selection of innovative services available to customers and improve its e-systems in ways that transform interaction with customers and taxpayers. The program will focus resources on training customers to use U&D and sales services to the best of their advantage.

Public Buildings Service, Office of Real Property Disposal

Program Description

The Office of Real Property Disposal (RPD) of the Public Buildings Service (PBS) ensures cost effective utilization of Federal real property holdings and efficient disposal of assets that are underutilized or no longer meet the mission requirements of the agency. RPD provides a range of services and activities, including: real estate consulting assistance; surveys to enhance asset utilization; tools to support redeployment decisions and brokering of transfers of excess properties for further Federal utilization; relocation services; appraisal services and property inspections; and base closure assistance. RPD also provides the following services:

Public Benefit Conveyances (PBC): When property is no longer needed by the Federal Government, GSA partners with other Federal sponsoring agencies to make surplus real estate available to communities for purposes that benefit the community as a whole.

Lighthouse Program: The National Historic Lighthouse Preservation Act of 2000 (NHLPA) authorizes the disposal of historic lighthouses and stations. NHLPA recognizes the cultural, recreational, and educational value associated with these historic resources by allowing lighthouse properties to be transferred at no cost to Federal agencies, State and local governments, nonprofit corporations and community development organizations for park and recreation, cultural and historic, and educational uses. GSA has transferred 42 historic light stations since 2000.

Early Transfer Authority: Early Transfer Authority (ETA) allows the Federal government to transfer property to non-Federal entities before the completion of environmental cleanup as long as safeguards are in place to protect human health and the environment.

Reimbursable Services: Several land-holding agencies have the authority to dispose of real property on their own, but choose RPD to perform realty services on their behalf. RPD executes these disposals through inter-agency agreements, on a cost-reimbursable basis. The Department of Defense (DoD) is the largest user of RPD reimbursable services.

FY 2011 Budget Request

The FY 2011 budget request provides **\$17,454 thousand** for the Office of Real Property Utilization and Disposal, an increase of \$214 thousand over the FY 2011 appropriated level. This increase would fund the annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise and cost increases for inflation.

The key business strategy of the Office of Real Property Utilization and Disposal is to be the service provider of choice among its customers and maintain the highest level of customer satisfaction. In FY 2011, RPD will add value for customer agencies by:

- Providing the tools and services necessary to fulfill the directives of the Federal Real Property Council and Executive Order 13327, "Federal Real Property Asset Management", and

- Building partnerships and alliances with customers, local communities and other stakeholders. A strategic focus on customer segments allows RPD to react quickly to emerging trends.

In FY 2011, RPD will continue to provide asset management and disposal services to support landholding agencies' effort to optimize their real estate portfolios and meet the Administration's goals of disposing of unneeded real property and reducing Federal spending. RPD will continue to assist Federal landholding agencies in developing asset management plans and strategies to promote the efficient and economical use of Federal real property assets. RPD will improve and expand the services it provides to assist landholding Federal agencies in managing their real property assets, including:

- Understanding the role of each asset in supporting agency mission objectives;
- Examining current and future utilization alternatives;
- Collecting and organizing title, environmental, historical and cultural information; and
- Identifying real estate and community issues affecting the property.

RPD will continue to build partnerships with the over 1,000 communities nation-wide that include Federal properties, to ensure that underutilized Federal properties are disposed of in a manner that enhances the quality of life of their citizens. Federal real property disposals benefit the public because new use of the land can serve as a catalyst for local revitalization, contribute to the local tax base, or preserve open space.

RPD will continue to engage its customers through industry and customer forums. RPD will continue to work with Federal landholding agencies to conduct asset utilization reviews of their real property holdings. A customer development team has been established to ensure that the organization presents a single face to its customers for the full range of services provided.

RPD will develop and refine a Human Capital Strategy to enhance project and contract management skills, with a greater focus on analytical, customer relationship management, community involvement, and consulting skills.

Office of Communications

Program Description

The mission of the Office of Communications is to provide information on the activities of GSA to external stakeholders including the media, agency customers, the Administration, Congress, and the American public. This is accomplished by a coordinated, integrated program of messaging and strategic communication initiatives. The Office of Communications has two major lines of business:

Public Affairs manages media relations for all GSA programs, initiatives and activities. This organization develops communications strategies for informing internal and external audiences about GSA programs, initiatives and policies.

Enterprise Marketing offers a full array of marketing products and services, including but not limited to, graphic design and products, speech writing, events management, brand management and print services.

FY 2011 Budget Request

The FY 2011 budget request provides **\$7,187 thousand** for the Office of Communications, a increase of \$84 thousand over the FY 2010 appropriated level. This increase would fund the annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise, and cost increases for inflation.

The funds provided in FY 2011 support the Office of Communications' goal of using multiple channels and the latest technologies to highlight the work GSA does on behalf of its customer Federal agencies and the American public.

In FY 2011, the Office will focus on the following initiatives:

- Develop integrated strategic communication plans that can be mobilized rapidly for both internal and external audiences.
- Train employees to enable staff to independently pitch positive stories to the news media, emphasizing "new media" in order to change to meet current industry standards.
- Support "Green Government" by advocating the use of the Web as a means to reduce paper consumption by reducing printing.

Management and Administration

Program Description

This program area supports a variety of general management and administrative activities associated with GSA internal operations. These activities include: (1) the Office of the Administrator, (2) the Regional Administrators, (3) the Office of Congressional and Intergovernmental Affairs, and (4) the Office of Emergency Response and Recovery.

The Administrator and Regional Administrators are responsible for the execution of all functions assigned to GSA by law and regulation.

Office of Congressional and Intergovernmental Affairs (OCIA) is GSA's liaison with other Federal agencies and Congress. OCIA coordinates meetings and testimony before Congressional Committees, helps Congressional offices resolve issues related to GSA programs and services, and supports the GSA legislative program through Congress.

The Office of Emergency Response and Recovery (OERR) executes GSA's responsibilities during domestic and national security emergencies to: respond to aid Federal agencies and State and local governments, support client agency needs, and restore our own operations. OERR plays an active role in the planning for all types of emergencies, ensures that Executive Branch departments and agencies have the tools needed to comply with Continuity of Operations (COOP) directives, and supports COOP training for Federal departments and agencies.

FY 2011 Budget Request

The FY 2011 budget request provides **\$24,925 thousand** for General Management and Administration activities, a net decrease of -\$1,250 thousand over the FY 2010 appropriated level.

Civilian Board of Contract Appeals

Program Description

The Civilian Board of Contract Appeals (CBCA) hears and decides contract disputes between Government contractors and all civilian Executive agencies (other than the National Aeronautics and Space Administration, the United States Postal Service, the Postal Rate Commission, and the Tennessee Valley Authority) under the provisions of the Contract Disputes Act of 1978 and associated regulations and rulings. The CBCA also provides alternative dispute resolution services to Executive agencies, both in contract disputes that are the subject of a contracting officer's decision and in other contract-related disputes.

The CBCA hears and decides other cases, including: Contract Disputes Act appeals relating to Indian Self-Determination and Education Assistance Act contracts and appeals from disallowance by the Secretary of the Interior of costs payable under that Act; appeals of final administrative determinations of the Federal Crop Insurance Corporation pertaining to standard reinsurance agreements; claims involving transportation rate determinations; and travel and relocation expense claims by Federal civilian employees.

FY 2011 Budget Request

The FY 2011 budget request provides **\$9,654 thousand** for the Civilian Board of Contract Appeals, an increase of \$105 thousand over the FY 2010 appropriated level. This increase would fund the annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise, and cost increases for inflation.

Fiscal Year 2011 Budget Request

Table of Contents

Summary of Request	1
Appropriations Language and 5-Year History Table	5
Amounts Available for Obligation	6
Explanation of Budget Authority Changes	7
Budget Authority by Business Component	8
Obligations by Object Classification	9
Business Component Justification	
Office of Audits	11
Office of Investigations	15
Executive Direction and Business Support.....	17
The FY 2011 Strategic Plan	21

Summary of Request

The Office of Inspector General (OIG) was established by the Inspector General Act of 1978 as an independent unit responsible for promoting economy, efficiency, and effectiveness and detecting and preventing fraud, waste, and mismanagement in the General Services Administration's (GSA) programs and operations. The OIG mission is to help the GSA effectively carry out its responsibilities and to protect the public interest by bringing about positive change in the performance, accountability, and integrity of GSA programs and operations. This is accomplished primarily by performing: independent financial, program, information technology, contract and compliance audits; criminal and civil investigations; reviews of proposed legislation and regulations; and by providing other services to senior GSA, Congressional, and law enforcement officials.

The OIG is comprised of two primary business components—the Office of Audits and the Office of Investigations. The Office of Audits includes a multidisciplinary staff of analysts, financial, information systems, and performance auditors. The Office of Investigations is an investigative unit that provides nationwide investigative services and conducts criminal and other investigations into allegations of fraud, waste, or abuse to prevent and detect illegal and improper activities involving GSA programs, operations, and personnel. These business components receive leadership, direction, policy guidance, and support services from the Executive Office of the IG, the Office of Internal Evaluation and Analysis, the Office of Counsel, and the Office of Administration.

The OIG continues to direct its auditing and investigative resources toward what we have identified as the major management challenges facing GSA. We conduct audits, reviews, and investigations to ensure the integrity of the Agency's financial statements, programs, and operations, and that the taxpayers' interests are protected. The OIG also continues to initiate actions to prevent fraud, waste, and abuse, and to promote economy and efficiency throughout GSA. Specifically, the OIG's resources have been directed toward conducting preaward procurement and contract reviews; financial and programmatic audits; management control assessments; information technology audits; investigations on a myriad of fraud and abuse, and related actions by GSA employees and government contractors; and litigation support in civil fraud and enforcement actions, criminal prosecutions, contract claims, and administrative actions all in an effort to maintain the integrity of GSA programs and management.

The OIG is a results driven organization that consistently demonstrates its commitment to ensuring that our performance results in tremendous net returns for the American taxpayer. During our most recent semiannual report period ending September 2009, the OIG issued 98 audit reports with over \$282 million in recommendations that funds be put to better use and in questioned costs. In this reporting period we achieved savings from management decisions on financial recommendations, and from civil settlements and investigative recoveries totaling over \$466 million. We made a total of 266 referrals including criminal and civil referrals to the Department of Justice and administrative referrals to GSA officials to disclose wrongdoing on the part of GSA employees, contractors, or private individuals doing business with the government. During this period 38 case referrals were accepted by the Department of Justice for criminal prosecution or civil litigation. The OIG also received 1,441 Hotline complaints. Currently, the OIG has over 523 active fraud investigations which affect almost every GSA program. The OIG has increased coordination and strengthened partnerships among other Inspectors

General, law enforcement, and the Department of Justice to more effectively fight procurement fraud through the creation of the National Procurement Fraud Task Force.

Overview of Strategic Assessment

The OIG's mission provides a unique ability to independently evaluate GSA's operations and identify opportunities for cost savings and program improvements, as well as review/investigate improper activities. We will focus our efforts on helping GSA meet its charter as the premier provider of acquisition and real property services in the Federal Government. We will assist GSA in adopting business-like practices, streamlining its organizations, cutting overhead and reducing costs, and modernizing its work processes to deliver quality goods and services to its customers. The OIG will also assist GSA by identifying and mitigating vulnerabilities, particularly those resulting from changes in its methods of doing business and from changing legal and administrative requirements, in an effort to maximize support provided to GSA as it continues to transform. Our strategic performance goals are to: 1) enhance the performance of GSA and ensure optimum value for the taxpayer; 2) protect the integrity of GSA programs and operations; 3) implement an efficient and effective human capital strategy, and 4) enhance our organizational performance.

Strategy and Action Plans

The OIG will accomplish these goals by:

- Conducting independent reviews of: 1) GSA's programs, systems, and internal operations to identify opportunities for improvement, and 2) GSA's contractors to ensure GSA and Federal customers are getting the best value for the taxpayers' dollars;
- Conducting investigations of GSA's programs and operations when circumstances indicate potential fraud, criminal activity, or mismanagement;
- Working with Congress, the Office of Management and Budget (OMB), and GSA management to identify and implement program improvements by leveraging our knowledge and expertise to evaluate and refine GSA-related legislative, regulatory, and other policy initiatives;
- Working with GSA management and employees to: 1) ensure that appropriate internal controls and performance measures are in place thus helping to optimize the fulfillment of GSA's mission; and; 2) increase their knowledge and awareness of fraud in order to help reduce and prevent its occurrence in GSA's programs and operations.

Overview of FY 2011 Budget Request

In FY 2011, the OIG will continue to provide audit and investigative services across the broad spectrum of GSA's activities. We will continue to commit audit resources to promote the economy, efficiency, and effectiveness of GSA's major programs, information technology and related security systems, procurements, and financial and accountability processes. The OIG FY 2011 request is \$3,905 thousand over the FY 2010 level and will allow our organization to support 320 full-time equivalents (FTE) through our appropriated program. The net change over the FY 2010 level consists of several new initiatives and increases related to maintaining current service levels. The OIG requests new initiatives for 1) \$1,080 thousand and 4 FTE to develop the capability to perform a variety of real time and high impact inspections and evaluations targeted at oversight activities that do not fit into the strict categorization of either

*U.S. General Services Administration
Office of Inspector General*

an audit or an investigation, and; 2) \$2,050 thousand for three initiatives designed to create long term savings in our Information Technology portfolio. These initiatives include \$800 thousand to consolidate our main computer room into a space that will provide for a long term solution that allows the OIG to maintain space for the full life cycle of the IT equipment, \$750 thousand to develop a flexible workflow management tool to enable the more efficient management of administrative tasks, and \$500 thousand to replace the Novell system with a File and Print Sharing Network based upon Microsoft AD technology which will produce an immediate gain in our operational capabilities both in terms of operations and security. Increases for current services levels include 1) \$657 thousand in base resources to fund pay raises for existing staff, and 2) \$118 thousand to provide for minor cost of living adjustments for non-pay related costs.

Reimbursable Programs

The FY 2011 OIG reimbursable request includes \$450 thousand and 3 FTE for the following reimbursable work: 1) \$350 thousand for the Fleet Card Program; and 2) \$100 thousand for on-going reimbursable work with other agencies and independent commissions.

The American Recovery and Reinvestment Act of 2009:

The American Recovery and Reinvestment Act of 2009 (Recovery Act), provides the OIG with a total of \$7 million through the end of FY 2013 to promote economy and efficiency and prevent and detect fraud, waste, and abuse. The purpose of providing the OIG with funds in the Recovery Act is to provide the OIG with additional resources to perform oversight activities associated with the additional funds that GSA was appropriated in the bill which includes \$5.55 billion for the Federal Buildings Fund (FBF) and \$300 million for energy-efficient vehicle fleet procurement. The Recovery Act directs that at least \$5 billion of the FBF funds be obligated by September 30, 2010, with the remainder of the FBF funds and the funds for fleet purchases to be obligated by September 30, 2011. These funds represent a significant increase to the Agency's FBF and Fleet budgets.

Moreover, GSA anticipates that because of its government-wide procurement responsibilities, additional Recovery Act dollars will flow through the Agency. For example, the Public Buildings Service estimates that its reimbursable work for federal customers will increase by approximately one billion dollars and the Federal Acquisition Service anticipates that federal agencies, as well as state and local government agencies, will significantly increase their usage of GSA's interagency contracting programs such as the Multiple Award Schedule (MAS) contracts. The significant increase in funds, through both appropriations and as a result of increased government spending by other agencies, in combination with short spending timeframes, greatly increases the risk for fraud, waste, and abuse.

Clearly there is a need for vigorous oversight given the magnitude of increase to the GSA operational portfolio. Upon passage of the Act the OIG immediately developed a hiring and spending plan for the OIG portion of the stimulus money and coordinated with the Agency's CFO to set up budgetary accounts and reporting mechanisms to control, track and report on Recovery Act allocations, obligations, and expenditures. During FY 2009, the OIG spent approximately \$528 thousand of Recovery Act funding to develop an expedited method for reporting findings to Agency management, perform risk assessments, conduct reviews, work within the IG community to coordinate audits and investigations, and share best practices. Beginning in FY 2010 and thereafter the OIG will spend roughly \$1.5 million annually on these

U.S. General Services Administration
Office of Inspector General

same activities. More details are provided in the Audits and Investigations sections of this justification on pages 11 and 15 respectively.

Appropriations Language

For necessary expenses of the Office of Inspector General and service authorized by 5 U.S.C. 3109, \$62,905,000: *Provided*, that not to exceed \$15,000 shall be available for payment for information and detection of fraud against the Government, including payment for recovery of stolen Government property: *Provided further*, that not to exceed \$2,500 shall be available for awards to employees of other Federal agencies and private citizens in recognition of efforts and initiatives resulting in enhanced Office of Inspector General effectiveness..

5-Year Appropriations History Table

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011 Request
Estimate to Congress:	\$44,312,000	\$47,382,000	\$54,000,000	\$59,000,000 ²	\$62,905,000
Appropriation:	\$52,621,000	\$48,382,000	\$54,000,000		
Rescissions/Reappropriations	<u>-4,500,000¹</u>	<u>4,500,000¹</u>	<u>0</u>		
Subtotal.....	\$48,121,000	\$52,882,000	\$54,000,000		
Recovery Act – FY 2009/2013			\$7,000,000		

¹ The initial FY 2007 Appropriation level provided to the OIG in Continuing Appropriations Resolution, 2007 (P.L. 110-5) was \$52,621,000. Enactment of the U.S. Troop Readiness, Veterans' Care, Katrina Recovery, and Iraq Accountability Act, 2007 (P.L. 110-28) rescinded \$4.5 million of the OIG funds included in P.L. 110-5 and reappropriated the same amount available through the end of FY 2008. These funds were carried forward as unobligated balances into FY 2008.

² The FY 2010 request level includes \$2.8 million in realigned reimbursable funds.

U.S. General Services Administration
Office of Inspector General

Amounts Available for Obligation
(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Request
<i>Discretionary authority:</i>			
Unobligated balance ³ , start of year.....	\$0	\$6,472	\$4,922
Annual appropriation.....	54,000	59,000	62,905
American Recovery and Reinvestment Act	7,000	0	0
<i>Reimbursable authority:</i>			
Offsetting collections.....	3,250	450	450
Subtotal amount available for obligation	\$64,250	\$65,922	\$68,277
<i>Discretionary authority:</i>			
Unobligated balance, expiring.....	\$609	\$0	\$0
Unobligated balance ⁴ , end of year.....	6,472	4,922	3,372
<i>Reimbursable authority:</i>			
Unobligated balance, expiring.....	0	0	0
Total obligations	\$57,069	\$61,000	\$64,905
Obligations, Appropriated (Direct).....	\$53,398	\$59,000	\$62,905
Obligations, Recovery Act.....	\$528	\$1,550	\$1,550
Obligations, Reimbursable.....	\$3,143	\$450	\$450

³ FY 2009 and FY 2010 unobligated balance reflects Recovery Act Funds available through FY 2013. These funds will be obligated at a rate of approximately \$1.5 million per year.

Explanation of Changes, Appropriated Dollars, and FTE
(Dollars in Thousands)

	FTE	Budget Authority
2010 Request.....	316	\$59,000
2011 Request.....	<u>320</u>	<u>\$62,905</u>
Net Change.....	4	\$3,905

	FTE	Budget Authority
Maintaining Current Levels:		
Annualization of FY 2010 Pay Increase (2.0%), effective Jan. 2010		\$212
FY 2011 Pay Increase (1.4%), effective Jan. 2011		\$445
Inflation (0.5%)		\$118
 Net Change Current Services.....	0	\$775
Program Initiatives:		
Base staff increase to perform a variety of real time and high impact inspections and evaluations	4	\$1,080
Information Technology:		
Relocation of Computer Room		\$800
MIS Administrative Systems Development		\$750
Novell System		\$500
 Net Change Program.....		\$3,130
Net Change Total.....	4	\$3,905

Reimbursable Resources	3	\$450
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Notes:

This budget supports no more than a 2% increase to the overhead administrative costs (WCF) charged to the OIG by the GSA. Amounts do not reflect American Recoveries and Reinvestment Act funds or FTE associated with program estimated at \$1.55 million and 7 FTE for 2011.

U.S. General Services Administration
Office of Inspector General

Budget Authority by Business Component

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request	FY 2010 – FY 2011 Change
Appropriated Program:				
Audit Programs	\$24,733	\$31,270	\$32,491	\$1,221
Investigative Programs	16,156	16,520	17,007	487
Executive Direction & Business Support programs	12,509	11,210	13,407	2,197
Total Appropriated Program	\$53,398	\$59,000	\$62,905	+3,905
Net Outlays (Appropriated Accounts)	\$52,905	\$61,255	\$62,552	\$1,297
American Recovery and Reinvestment Act (ARRA)	\$7,000	0	0	0
ARRA Outlays	\$457	\$1,540	\$1,540	\$0
Reimbursable Program:				
FAS Program	\$2,794	\$0	\$0	\$0
Fleet Card Program	349	350	350	0
Other Agency Reimbursable	0	100	100	0
Total Reimbursable Program	\$3,143	\$450	\$450	\$0
Employment (FTE):				
Appropriated	278	316	320	0
Recovery Act	3	7	7	0
Reimbursable	16	3	3	0
Total FTE	297	326	330	0

Direct Appropriation
Obligations by Object Classification
(Dollars in Thousands)

	Personnel Compensation:	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1	Full-time permanent	\$26,195	\$30,545	\$32,259
11.3	Other than full-time permanent	108	0	0
11.5	Other personnel compensation	2,460	2,600	2,733
11.8	Special personal services payments	425	0	0
11.9	Total personnel compensation	29,188	33,145	34,992
12.1	Civilian personnel benefits	8,081	8,791	9,008
21.0	Travel and transportation of persons	1,135	2,024	2,086
21.0	Motor pool	239	377	379
22.0	Transportation of things	158	117	117
23.1	Rental payments to GSA	3,318	3,620	3,658
23.2	Rental payments to others	0	0	0
23.3	Communications, utilities and miscellaneous charges	319	452	455
24.0	Printing and reproduction	37	65	66
25.1	Advisory and assistance services	1,921	1,040	1,805
25.2	Other services	1	0	0
25.3	Purchases of goods and services from government accounts	6,722	7,180	8,093
25.7	Operation and maintenance of equipment	524	675	678
26.0	Supplies and materials	265	503	506
31.0	Equipment	1,486	1,011	1,062
42.0	Insurance claims and indemnities	4	0	0
99.0	Total	\$53,398	\$59,000	\$62,905
99.0	Reimbursable obligations	\$3,144	\$450	\$450
99.9	Total Appropriated & Reimbursable	\$56,542	\$59,450	\$63,355

The American Recovery and Reinvestment Act of 2009
Obligations by Object Classification⁴
(Dollars in Thousands)

	Personnel Compensation:	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
11.1	Full-time permanent	\$359	\$731	\$746
11.3	Other than full-time permanent	0	0	0
11.5	Other personnel compensation	22	52	53
11.8	Special personal services payments	0	0	0
11.9	Total personnel compensation	381	783	799
12.1	Civilian personnel benefits	99	199	201
21.0	Travel and transportation of persons	20	110	111
21.0	Motor pool	0	7	7
22.0	Transportation of things	0	0	0
23.1	Rental payments to GSA	0	0	0
23.2	Rental payments to others	0	0	0
23.3	Communications, utilities and miscellaneous charges	0	0	0
24.0	Printing and reproduction	0	0	0
25.1	Advisory and assistance services	27	446	427
25.2	Other services	0	0	0
25.3	Purchases of goods and services from government accounts	1	5	5
25.7	Operation and maintenance of equipment	0	0	0
26.0	Supplies and materials	0	0	0
31.0	Equipment	0	0	0
42.0	Insurance claims and indemnities	0	0	0
99.0	Total	\$528	\$1,550	\$1,550
99.0	Reimbursable obligations	0	0	0
99.9	Total Appropriated & Reimbursable	\$528	\$1,550	\$1,550

⁴ In accordance with Recovery Act provisions, no funds provided under this Act shall be used to pay for either space rent or working capital fund assessments.

Business Component Justification

Office of Audits

PROGRAM DESCRIPTION

The Office of Audits is subject to mandated duties and responsibilities as prescribed in the Inspector General Act to provide policy direction for and to conduct, supervise, and coordinate audits relating to the programs and operations of such establishment. Our goals are to ensure program integrity and promote economy and efficiency in GSA.

To facilitate our goals, we will perform annual risk assessments of GSA operations and identify the challenges and high-risk areas within the operations. Once we identify the most significant issues facing GSA, we will address them by planning and conducting audits related to those areas. The results are provided to GSA officials through audit reports and to Congress through the Semiannual Reports to Congress.

The Office of Audits conducts national reviews of GSA programs, tests operations and security information systems, supervises financial statements audits, assesses management controls, performs reviews of contract proposals and contract performance, and completes other reviews as required by law, executive order, or regulation. In addition, we offer other services that are intended to further assist GSA management in improving operations. These services include ex-officio membership on Agency task forces; commenting on proposed or pending regulatory and legislative issues; participating in government wide workgroups; and assessing system development and other information technology (IT) efforts. Attestation review services are also performed to assist GSA contracting officials obtain best value for Federal customers and the American taxpayer.

The Office of Audits is organized into five centers of expertise for each of the core functions critical to GSA's success. Those core centers are contracts, finance, real estate, IT, and acquisition services. Additionally, we have established a new office to oversee the work on the Department of Homeland Security headquarters building, GSA's largest construction project. This structure allows us to develop technical or specialized expertise in key areas of GSA, so the Office of Audits can better identify and address significant issues and vulnerabilities facing the Agency. By developing our own expertise in GSA's business lines and complementing that with our audit and evaluation skills, the Office of Audits is able to understand complex issues and challenges faced by program officials, design evaluations in the context of specific programs, and facilitate resolution of audit recommendations.

The Office of Audits has assisted GSA in identifying opportunities for improvement through key programmatic reviews. Our application of team concepts, streamlined operating methods, and our use of advanced technology allows us to expedite the transmission of important information to managers for decision making. These efforts complement our traditional responsibilities of safeguarding integrity and ensuring accountability of Agency operations.

The Office of Audits understands the importance of building a coalition with all of our stakeholders, including Congressional oversight committees and OMB, and exemplifies that by

U.S. General Services Administration Office of Inspector General

working closely with GSA's managers, exchanging information to enhance our understanding of programs and initiatives. To improve our annual planning process, we maintain contact with Agency officials in each of the major Services and Staff Offices. In addition to our traditional services in the areas of management and systems control reviews and selected reviews of GSA's multi-billion dollar contract programs, we continue to focus our resources on large-scale, comprehensive program reviews, information technology and systems reviews, and financial and regulatory reviews.

Comprehensive Program Reviews. These reviews produce formal audit reports that provide GSA management with independent assessments of how well programs are meeting their nationwide missions and identify specific areas where program outcomes can be improved. Program reviews have been a staple of our organization for the past decade, and we constantly refine and improve our approaches. We focus on program goals and results and how the program officials measure their successes. We also provide managers input on potential solutions to issues when appropriate.

Information Technology and Systems Reviews. Information technology in GSA is expanding exponentially and influences all aspects of its business operations. GSA relies on its automated information systems to perform its mission and manage its operations. Many of these systems store sensitive information such as personal employee data and contractors' proprietary information. We have dedicated 14 FTE to the Information Technology Audit Office. Its mission is to identify the IT risks and vulnerabilities in GSA, develop the technical expertise to perform these complex reviews, and perform IT and telecommunications systems review work. Audits must continue to expand its capabilities in the IT arena. GSA has an extensive IT universe with approximately 100 major automated information systems, many smaller systems, and numerous local area networks. GSA's IT universe also dictates that we must apply more audit resources to security issues associated with operating GSA systems and networks. In addition, the Federal Information Security Management Act of 2002 requires Inspectors General to conduct independent annual evaluations of their agencies' information security programs.

Financial and Regulatory Requirements. The passage of the Chief Financial Officers Act in 1990 has had a significant impact on our operations. Even before passage of this Act, the OIG and GSA arranged for the audit of GSA's financial statements by an independent public accounting firm. However, the time, effort, and expertise required to administer the audit of the financial statements has grown substantially. New legislation and complex accounting and auditing policies must be analyzed; efforts to assist GSA management in working through associated issues have grown; and time needed to address audit issues related to the audit of the government wide consolidated financial statements has increased. Moreover, we see a need for the OIG to evaluate the more detailed workings of GSA's financial activities and perform analyses of its major accounts. While we are pleased that GSA's financial statements have consistently achieved clean opinions, there are opportunities to enhance the efficiencies of operations and accountability of assets. We want to increase the number of evaluations of GSA major individual financial accounts and major financial subsystems. In addition, there are new and increasing requirements imposed on our office due to the Government Performance and Results Act (GPRA) and related legislation. These issues require that we have sufficient staff with the financial background and expertise to perform the necessary reviews. We intend to dedicate more resources to our financial audit group over the next several years to keep up with the increasing workload demands. As in the IT area, this is a specialized discipline and

*U.S. General Services Administration
Office of Inspector General*

we must expand our financial and technical systems, training, and staffing to accomplish our goals.

The Office of Audits will continue to offer our traditional audit services in the following areas:

Management Control Reviews. Audits will continue to test management controls built into programs and systems to ensure they function as intended and provide reasonable safeguards over assets. We believe control systems are becoming more important in an evolving work environment which calls for fewer supervisors, more decentralization of authority, and more individual empowerment. We work closely with management to share our expertise in internal controls throughout GSA.

Contract Reviews. As the premier acquisition service provider within the Federal Government, GSA contracts for goods and services. The Office of Audits continues to maintain a contract review program to review selected vendors' records and develop financial information needed by GSA's contracting officers to negotiate favorable pricing arrangements on contract awards and to administer existing contracts. Over the past 2 years, our audits have evaluated over \$24.2 billion in proposed costs, and have resulted in identifying almost \$1.2 billion in potential cost avoidances. We are also increasing our audit support level for reviews of claims.

FY 2011 BUDGET REQUEST

The FY 2011 Budget Request for Audits includes current service levels. The OIG also requests consideration of an initiative to establish a new office to perform evaluations, reviews and studies of Agency programs and activities through the inspection process. This inspections office will be a staff that will expand the organization's coverage of agency operations using a more flexible approach than traditional investigations and audits. The inspections office will be used to provide factual and analytical data regarding GSA programs; perform quick turn-around reviews on limited subject matters; collect, analyze and make initial inquiries into allegations of fraud, waste, abuse and mismanagement; and, monitor agency compliance in specific program areas. The OIG has identified a need for this type of flexible approach over the last few years stemming from the increase of requests for these types of reviews and the need to respond in a real time environment. The OIG is seeking to hire four staff members at a cost of \$1,080 million with expertise in program areas such as contracting, construction, information technology, and engineering. The anticipated benefits are that the OIG will be able to quickly spot problems involving technical aspects of agency operations (such as the greening of federal buildings) and stem the loss of government to fraud, waste, abuse, and mismanagement. Likewise, the inspections office will permit the OIG to be more agile in its efforts to monitor specific agency programs for compliance.

Several OIGs have established such inspection capabilities, including the IGs of the Departments of Energy, Housing and Urban Development, Justice, the Tennessee Valley Authority and the Farm Credit Administration, and AmTrak.

The American Recovery and Reinvestment Act of 2009: Rationale:

Historically, GSA has experienced certain vulnerabilities in its acquisition programs. The Office of Audits has noted delays in construction projects, cost overruns, and problems with contract administration as risk areas. Further, GSA's construction program is decentralized

*U.S. General Services Administration
Office of Inspector General*

with project planning, management, and contracting being performed regionally, while the Central office selects projects for funding and provides limited oversight of the actual project. Also, when the Agency provided assistance for expedited spending requirements as a result of Hurricane Katrina, the OIG identified shortcomings in the contracting process, adherence to regulations and pricing. These historical problems demonstrate the need for increased oversight of Recovery Act funding and the need to maintain an adequate level of oversight of GSA's core activities.

Overall, to be effective, the OIG will need to provide feedback that is timely on procurement actions and project management as well as on the performance of contractors. Initially, the OIG needs to provide recommendations to the Agency on its general preparedness and its plan to carry out the Recovery Act spending and discuss these areas with Agency management. This will include agency preparedness, compliance with reporting requirements, risk management planning, and compliance with contract award requirements. In addition to reviews of contractors who receive money, the OIG also contemplates conducting multiple reviews by teams of auditors that will address areas such as: 1) improvements in energy efficiency, 2) the preparation and planning of individual construction projects, 3) the award and administration of individual contracts to ensure competition and adherence to regulations, 4) progress payments for construction projects, 5) high dollar value contract modifications, and 6) construction claims. Other reviews will include topics such as whether GSA is spending its funds in accordance with the guidance of the Recovery Act itself.

During FY 2011, the Office of Audits will undertake oversight activities, form task groups of existing staff to work on Recovery Act projects and conduct audits, work with the Agency's independent public accountant for financial statement issues related to the Recovery Act and reassess current workload to determine if some work can be leveraged to include Recovery Act issues.

Office of Investigations

PROGRAM DESCRIPTION

The Office of Investigations (Investigations) is responsible for conducting criminal, civil, and administrative investigations nationwide. Investigations is the OIG's fully accredited Federal law enforcement component and provides expert investigative services to GSA, the Department of Justice, United States Attorney's offices throughout the country, and other Federal and state agencies. Investigations is committed to identifying and preventing fraud, waste, and abuse in GSA programs and operations and promoting economy and efficiency within GSA. Our investigative action plan contains the following elements:

- Investigations of alleged criminal violations by contractors, employees, and others relating to GSA acquisition programs;
- Criminal investigations relating to the integrity of GSA programs, operations, and personnel;
- The development and implementation of proactive investigations which address systemic investigative issues that cross GSA regional boundaries;
- Investigative support to our Office of Audits and Office of Counsel as well as to GSA officials; and
- Investigations of allegations into serious misconduct by high-ranking GSA officials.

The major component of the Investigations' operations plan during the coming fiscal year is the detection and investigation of major criminal violations associated with GSA acquisition programs. We anticipate devoting significant investigative resources to criminal fraud violations associated with substandard products or material; false claims; criminal false statements; and schemes seeking unfair advantage in GSA's procurement, supply, property acquisition and disposal, and construction programs. Investigations will ensure the integrity of GSA programs and operations by thoroughly investigating allegations of criminal activity by GSA employees and officials. Bribery, extortion, acceptance of gratuities, conflict of interest, and procurement integrity violations will be emphasized and remain investigative priorities. Another major investigative emphasis in this area is associated with ensuring the integrity of GSA's procurement programs by conducting investigations and making recommendations for suspension and debarment of corporations that appear to/or lack corporate integrity. We need to partner with GSA leaders and assist them in seeking ways to improve Agency programs and operations and prevent fraud from occurring. When appropriate, Investigations will continue to present fraud integrity awareness briefings to Agency employees and develop effective proactive initiatives that will identify problems relating to fraud, waste, or abuse in GSA operations. Effective proactive cases have proven to be excellent techniques to prevent and deter program deficiencies from becoming major operational problems.

FY 2011 BUDGET REQUEST

The FY 2011 Budget Request for Investigations continues current service levels.

The American Recovery and Reinvestment Act of 2009:

GSA has experienced fraud and criminal activity such as bribes, kickbacks, and security violations related to the Federal Buildings Fund. Given the substantial increase in GSA funding, the OIG anticipates numerous complex white-collar fraud investigations, which are both manpower intensive and have, in some cases, resulted in multi-million dollar recoveries. During FY 2011, Investigations will implement a system whereby additional investigative resources will be implemented on an as needed basis proportional to the increase in complaint activity and investigative requirements and determine the additional infrastructure required to support an increase in Hotline and other complaints resulting from the passage of the ARRA.

Executive Direction and Business Support Offices

PROGRAM DESCRIPTION

These executive direction and support offices offer an array of services to ensure that the mission of the OIG is fully realized. These four offices provide the support necessary to ensure that the OIG can efficiently and effectively carry out its full cadre of responsibilities—ultimately resulting in positive change in the performance, accountability, and integrity of GSA programs. The four component offices are as follows:

Executive Office of the Inspector General: The Inspector General and the Executive Office of the IG supervise, coordinate, and provide policy and programmatic direction for all activities within the OIG including audit and investigation activities. The IG recommends policies for and coordinates activities to promote economy and efficiency in the administration of, and the prevention and detection of fraud and abuse in, the programs and operations of GSA. The IG also conducts and coordinates activities between GSA and other Federal agencies, state and local government agencies, and non-governmental entities with respect to audit and investigative matters. The IG serves as the Vice-Chair for the newly established National Procurement Fraud Task Force (NPFTF), which was created to increase coordination and strengthen partnerships among Inspectors General, law enforcement, and the Department of Justice to more effectively fight procurement fraud throughout the government. The goal of the NPFTF is to protect the taxpayer by deterring procurement fraud and increasing the effectiveness of sanctions imposed on those prosecuted for and found guilty of procurement fraud.

Office of Internal Evaluation and Analysis: This office is an in-house assessment program responsible for internal affairs reviews and investigations of OIG operations. At the direction of the IG, this office plans, directs, and coordinates the OIG internal evaluation and analysis program, which provides quality assurance for the organization. As part of the program, Internal Evaluation and Analysis conducts reviews of OIG's Central Office functions and the OIG's audits and investigative field offices to impartially assess: 1) administrative, managerial, and organizational culture in support of the OIG mission; 2) compliance with quality standards adopted by the Federal IGs, as well as OIG policies and procedures; and 3) efficiency and effectiveness in meeting mission responsibilities. Internal Evaluation and Analysis reports its findings to the IG. At the direction of the IG, Internal Evaluation and Analysis conducts investigations of allegations of wrongdoing in OIG operations and by OIG personnel, and reports any findings to the IG. The office also has an analytical component that conducts statistical analyses and other research to assist the IG in evaluating value received for the effort expended by the OIG to eliminate waste, fraud, and abuse in GSA programs. The Office of Internal Evaluation and Analysis also houses the ***Office of Forensic Auditing***. At the direction of the IG or Deputy IG, this independent office conducts timely investigations and assessments of potentially fraudulent, improper, wasteful and/or abusive activities related to GSA operations. Forensic Auditing also initiates proactive anti-fraud efforts through innovative technological detection strategies designed to bolster traditional audit and investigative practices and procedures. The office collects, analyzes, and evaluates evidential matter meeting the standards required by criminal courts. The Office of Forensic Auditing coordinates efforts with the Office of Audits and the Office of Investigations so as to foster a

U.S. General Services Administration Office of Inspector General

cooperative and professional working relationship, avoid duplication of efforts, and share information as appropriate.

Office of Counsel: This office: 1) provides legal advice and assistance to all OIG components; 2) represents the OIG in connection with audits and investigations and in litigation arising out of or affecting OIG operations; and 3) advises on statutes and regulations, and assists with legislative concerns. Counsel provides legal services to the nationwide operations of the OIG and performs the OIG's statutory function of reviewing legislation and proposed regulations, as well as representing the OIG in personnel matters and providing support to U.S. Attorneys Offices and the Department of Justice in False Claims Act litigation. The Office of Counsel is responsible for the OIG's Standards of Conduct and ethics program and works closely with management to ensure that OIG employees comply with the highest standards of ethical behavior. The Office also manages the OIG's disclosure obligations under the [Freedom of Information Act \(F.O.I.A.\) and Privacy Act](#), and discovery requirements in judicial and administrative litigation.

Office of Administration: This office consists of a multidisciplinary staff that provides budgetary, human resources, IT, facilities, space and other administrative support and services to all OIG offices. The Office of Administration is responsible for providing the technical, financial, and administrative infrastructure to the OIG.

FY 2011 BUDGET REQUEST

The FY 2011 Budget Request for Executive Direction and Business Support Offices continues at current service levels. The OIG also requests consideration of three initiatives designed to create long term savings in our Information Technology portfolio.

Computer Room Move:

A majority of the OIG's operational IT efficiency, *i.e.*, its main computer room, is located in the GSA Central Office. Starting in March 2011, the Central Office will be renovated under the provisions of the American Recovery and Reinvestment Act. The power source for the OIG's main computer room is on the renovation's phase 1 critical path, so it will be immediately affected by the project. The GSA has agreed with the OIG that the integrity of the OIG's main computer room's voice, data and power connections will be at substantial risk as soon as the renovation begins and throughout the life of the project. The potential loss to productivity and the interruption of the OIG computer system is simply unacceptable.

To avoid the potential loss described above, the OIG proposes to move its main computer room to space that it currently occupies in a government-owned building: the GSA's National Capital Region Headquarters (7th and D Streets, NW). The OIG has identified space in this building that could be renovated to house its main computer room. This long term solution will allow the OIG to utilize this space for the full life cycle of the IT equipment -- estimated to be no less than 10 years.

Moving the main computer room to a government owned building will result in considerable savings to the Government. Specifically, it would obviate the need to move the computer room twice during the Central Office renovation; that is, the obviously more costly and time consuming option of swinging out the computer room into temporary space during phase II of the renovation, and then once more into its permanent space in the Central Office. The estimated cost to complete this project is \$800,000.

Administration MIS system development:

The OIG has expended significant amounts of both human and financial resources to automate and improve the operational effectiveness and efficiency of our Audits, Investigations, and Counsel's business processes. The Administrative business processes, has for the most part, remain unchanged for decades and is still mostly managed and processed by a manual system of paper forms, files, and approvals. These manual processes and work flows leads to a lack of efficiency and effectiveness in the support that the Office of Administration provides to the OIG employees and managers causing delays in performance of our critical Audit, Legal and Investigative functions.

The Office of Administration Information Technology division is proposing to develop and deploy an adaptable and flexible workflow management tool to enable the proper management and fulfillment of various administrative tasks within the Office of Administration. These tasks shall include such workflow processes such as Systems Provisioning, Asset Inventory Management, Human Resources Process Management, budget request management, Systems Development Life Cycle Management, and IT and Personal Security Management. By developing a system to automatically and efficiently manage and track these processes the OIG Office of Administration will be able to streamline business processes, track historical and future requests, and ensure the effective and efficient management of the Administrative offices.

In addition, the Administrative Management System shall include such productivity features as; Electronic Forms, Forms routing, Electronic signatures, task tracking and reporting tools to further enhance the efficiency and effectiveness of the Administrative Staff. These features will enhance the productivity and reduce the amount of paperwork to manage the operations of the Office of Administration. The proposed system shall utilize a web enabled thin client approach to maximize the effectiveness and availability while minimizing the overall expense and effort to maintain the system. The estimated cost to develop and deploy the system is \$750,000.

Novell system

The Office of Administration Information Technology Division has been using a Novell Netware based network as the central repository of data for the OIG data. While Novell Netware was an excellent product in its time, and has provided excellent support for the OIG operations over the past fifteen years, the technology and integration has run its course. In today's highly mobile and fast paced enterprise networks the OIG needs to replace its Legacy File and Print server system to one that supports the widest integration and access possible. While Novell is still contender in the File Server Market place, they do not have anywhere near the market share and third party application support to compare with Microsoft.

In the past year alone, the Information Technology Division was unable to fully support and modernizes our eDiscovery search and litigation management processes due to the lack of support for Novell. This critical deficiency has and will continue to hamper the effectiveness and efficiency of the OIG operational capabilities unless it is addressed in the near future. In

*U.S. General Services Administration
Office of Inspector General*

the past, the IT Division has had to compromise function and features in such critical areas as TeamMate, Citrix, Desktop Security and Security Patching due to the legacy Novell Network.

If the IT Division is able to build a new File and Print Sharing Network based upon Microsoft AD technology, we will immediately gain a valuable new tool in our operational capabilities giving the network administrators a much tighter and more functional control over the operations and security of the OIG Network. In addition, we will no longer struggle to implement COTS applications which are for the most part designed to utilize Microsoft Networking technology rather than Novell. The estimated cost to develop and deploy the system is \$500,000.

THE FY 2011 STRATEGIC PLAN

The OIG will increasingly focus its efforts in areas intended to enhance the management and overall performance of GSA and will increasingly align its activities so that they more directly support the strategic goals and business objectives of GSA. We will allocate approximately 70 percent of our audit and investigation resources to address Agency management challenges and vulnerabilities; the initiatives resulting from the ARRA are foremost among these challenges. We are currently developing a new strategic plan to address new challenges. The performance measures in this document reflect those in place as of FY 2008.

Strategic Goal No. 1

Enhance the performance of GSA and ensure optimum value for the taxpayer.

Discussion

GSA is a 12,000 person agency that oversees Federal buildings, major supply and procurement programs, a fleet of 190,000 vehicles worldwide, telecommunications systems, and child-care facilities. It also provides policy leadership in areas such as acquisition, travel, real property, and other administrative services for the entire Federal sector.

GSA realizes that changes in today's environment require it to be flexible in its business approaches and innovative in developing integrated solutions to longstanding and new challenges. Current Agency goals and initiatives, continuing government reform, high-risk areas defined by GAO, and management challenges identified by our office remain areas that must be addressed.

The OIG's audits and investigations assist GSA in its dual roles of policy leadership and provider of space, products, and services to the Federal workforce. At the same time, we intend to support GSA's commitment to effective and efficient operations. In this capacity, we will continue to evaluate and bring to GSA's attention, serious vulnerabilities and management challenges. Further, we will make constructive recommendations as to how these concerns can be alleviated. We will devote our resources to areas where focused management attention can bring about greater efficiencies for both GSA and the taxpayers. Through our audits, investigations, advice on legislation, and other services, we will raise to the policy-making level issues that affect the Agency's programs. Lastly, we will work with GSA leadership on key initiatives to promote more effective government operations.

Anticipated Results

We will perform annual risk assessments of GSA operations to identify the most significant management challenges, high-risk areas, and major opportunities for improvement in programs, operations, and related activities. We will target the most significant issues facing GSA by planning and conducting audits and investigations in those areas. The Agency was given approximately \$6B under the American Recovery and Reinvestment Act of 2009 including construction (\$5.5B) and the purchase of new vehicles. Accordingly, our priority will be to provide oversight related to these activities. We will continue to work with GSA management on key initiatives. Finally, we will leverage our expertise by providing comments on legislative and policy initiatives before they become program requirements.

OIG Strategic Goal #1 Enhance the performance of GSA and ensure optimum value for the taxpayer.

Performance Goal: This measure reflects OIG management's decision to allocate greater audit resources to major programmatic, control, systems, and other efforts which are aimed at helping GSA management achieve more positive outcomes in their operations. While some of these types of reviews require significantly more resources, and their immediate impact is not always quantifiable, their long-term benefits offer the potential for significant improvements in GSA performance and benefits to customers and taxpayers. Results from these audit efforts are based on actual reports issued and the resulting recommended avoidances, recoveries, and resolved management decisions.

GSA-wide Goal: This OIG goal is linked to the following GSA strategic goals:

- Best Value - Develop and deliver effective acquisition services and business solutions;
- Stewardship - Lead agencies on economical and efficient management of Federal assets;
- Superior Workplaces - Deliver and maintain productive workplaces; and
- Innovation - Improve business to make Federal policies and administrative operations more productive.

Performance Measure	Performance Indicators		
	FY 2009 Actual	FY 2010 Current	FY 2011 Target
Total reports	154	139	137
Internal audit reports	28	29	35
Assessment Reports*	0	25	15
Contract reviews (From reimbursable reviews)	127 (67)**	85	87
Value of results			
Avoidances & recoveries (From reimbursable funded work)	\$599M (\$527M)	\$506M	\$516M
Management decisions (From reimbursable funded work)	\$918M (\$894M)	\$435M	\$440M

*Due to the need for real time oversight required by the American Reinvestment and Recovery Act of 2009, we anticipate issuing interim reports and memoranda in addition to audit reports.

* *In the FY 2009 President's Budget the Administration proposed that \$2.2 million be included in our budget with the remaining \$2.8 million as reimbursable. Consequently, the number of reports funded by reimbursable funds will be reduced, but the actual number of contract reports will increase. In Fiscal Year 2010 the remaining \$2.8M is included in the GSA OIG's base budget.

OIG Strategic Goal #1. Enhance the performance of GSA and ensure optimum value for the taxpayer.

Performance Goal: The OIG will direct its resources to help GSA achieve its strategic goals and address management challenges. We consider our past work in GSA, the President’s Management Agenda initiatives, GSA’s Strategic Plan, and areas of vulnerability identified by our office, GSA management, or GAO in identifying key program issues. The following issues represent the key management challenges and vulnerabilities that the OIG believes merit attention—protection of Federal facilities and personnel, information technology, management controls, acquisition programs, human capital, stewardship of Federal real property, and contract management.

GSA-wide Goal: This OIG goal is linked to the following GSA strategic goals:

- Best Value – Develop and deliver effective acquisition services and business solutions;
- Stewardship – Lead agencies on economical and efficient management of Federal assets;
- Superior Workplaces – Deliver and maintain productive workplaces; and
- Innovation – Improve business to make Federal policies and administrative operations more productive.

The following table reflects the proportion of OIG products and services (audit reports and comments on proposals and other efforts) that had an identifiable positive impact on improving Agency performance. We measure positive impact of internal audits based on input we receive from GSA managers on our customer surveys and an internal value-added assessment. On contract reviews, we measure positive impact based on the actual savings resulting from the audit.

Performance Measure	Performance Indicators		
	FY 2009 Actual	FY 2010 Current	FY 2011 Target
Percentage of performance audits with a positive impact	58%	72%	74%
Reviews of legislative/regulatory or policy initiatives	60%	65%	65%

Strategic Goal No. 2

Protect the integrity of GSA programs and operations.

Discussion

One of the OIG's fundamental responsibilities is combating and preventing waste, and criminal, and civil wrongdoing in GSA programs and operations. We are committed to using resources to ensure the integrity of GSA operations and programs by focusing on areas that have vulnerabilities and control deficiencies.

The OIG works as a team in developing new approaches to protect the integrity of Agency programs. Both audits and investigations are used to pursue legal remedies against bad contractors. Our organization works closely with the Department of Justice in False Claim Act and *qui tams* cases. Further, we formed a forensic audit group to assist in identifying and mitigating fraud. Our organization also developed and implemented a process to facilitate federal contractor self-reporting required by FAR 9.406-2, 9.407-2 and 52.203-13 where contractors have credible evidence of a violation of the federal civil false Claims Act or a criminal violation under title 18 of the United States Code involving fraud, bribery, conflicts of interest and gratuities.

Anticipated Results

During FY 2010, as part of a comprehensive initiative, the OIG will direct its efforts to protect the integrity of GSA operations by identifying and assessing vulnerabilities associated with its rapidly changing environment. This includes the approximately \$6B given to the Agency under the American Recovery and Reinvestment Act of 2009 for construction (\$5.5B) and the purchase of new vehicles. Accordingly, our priority will be to provide oversight related to these activities. Furthermore, the OIG intends to take a risk-based approach and additionally focus its expertise in areas that have vulnerabilities and control deficiencies. We will perform various types of reviews to ensure programs operate within legal and regulatory limits. We will aim our efforts at detecting systemic vulnerabilities with the assistance of the forensic audit group. We will investigate and deter illegal activities to the fullest extent of our abilities and resources. Our investigative resources will concentrate on high-impact cases, and we will respond to indications of illegal activities in a direct and timely manner. These areas include procurement integrity, facilities and personnel, management control, asset management, information technology, and financial accountability. We will particularly emphasize the controls over security, and procurement. The efforts of the OIG will be directed towards preventing waste and wrongdoing in GSA, increasing the awareness of GSA managers regarding the prevention of fraud and waste, improving the detection of and response to corruption, and increasing the public trust in GSA's programs and operations.

OIG Strategic Goal #2. Protect the integrity of GSA programs and operations.

Performance Goal: The OIG intends to focus its resources and expertise on areas that are susceptible to waste, fraud, and wrongdoing. Our intent is to increase awareness of the potential for wrongdoing, identify and mitigate program and operational vulnerabilities and control deficiencies, pursue potential wrongdoing to the fullest extent of our ability, and prevent waste and wrongdoing within GSA. These areas include the protection of Federal facilities and personnel, information technology, management controls, asset management, procurement activities, and financial accountability.

GSA-wide Goal: This OIG goal is linked to the following GSA strategic goals:

- Best Value - Develop and deliver effective acquisition services and business solutions;
- Stewardship - Lead agencies on economical and efficient management of Federal assets;
- Superior Workplaces - Deliver and maintain productive workplaces; and
- Innovation - Improve business to make Federal policies and administrative operations more productive.

The percentages shown for each outcome reflect the proportion of OIG products (audit reports, investigations, awareness initiatives, and other initiatives or evaluations) that have an identifiable positive impact on protecting the integrity of the Agency's programs and operations. We measure positive impact of internal audits based on input we receive from GSA managers on our customer surveys and an internal value-added assessment. On contract reviews, we measure positive impact based on the actual savings resulting from the audit.

Performance Measure	Performance Indicators		
	FY 2009 Actual	FY 2010 Current	FY 2011 Target
Impacted program integrity in the following areas:			
• Control, compliance, and accountability issues	78%	68%	70%
• Integrity issues	75%	60%	60%

*U.S. General Services Administration
Office of Inspector General*

OIG Strategic Goal #2. Protect the integrity of GSA programs and operations.

Performance Measure	Performance Indicators		
	FY 2009 Actual	FY 2010 Current	FY 2011 Target
Number of Criminal Referrals	219	240	240
Number of Civil Referrals	60	50	50
Number of Administrative Referrals	212	150	175
Civil Settlements	13	10	10
Indictments/Information	101	60	70
Successful Criminal Prosecutions	91	60	60
Contractors Suspended/Debarred	212	110	125
Investigative Recoveries ⁵	\$210.0M	\$30.0M	\$40.0M
Fraud Awareness Briefings	124	70	70
High Priority Investigations	74%	70%	70%

Performance indicators reflect predicted number for government wide activities to include all Federal agencies and employees, as well as contractor entities and personnel, associated with GSA programs and operations.

⁵ Investigative recoveries for FY 2008 include high dollar civil fraud cases settled this year.

U.S. General Services Administration
Office of Inspector General

The following table reflects the planned allocation of the Office of Audits' resources between contract audit issues, internal GSA program, and operational issues. (OIG Strategic Goals #1 and #2)

Type of Audit	FY 2009 Actual		FY 2010 Current		FY 2011 Target		Change FY 2010 to FY 2011	
	%	Dollars	%	Dollars	%	Dollars	%	Dollars
Contract Reviews:								
Appropriated		\$11.9M		\$10.6M		\$11.0M		
Reimbursable		\$2.7M		\$0.0M		\$0.0M		
Total	60%	\$14.6M	40%	\$10.6M	40%	\$11.0M	0%	+\$0.4M
Internal Audits								
Appropriated		\$9.1M		\$14.6M		\$15.3M		
ARRA- Appropriated		\$0.6M		\$1.3M		\$1.3M		
Reimbursable		\$0.1M		\$0.0M		\$0.0M		
Total	40%	\$9.8M	60%	\$15.9M	60%	\$16.6M	0%	+\$0.7M

The Office of Audits will continue to focus internal audit resources on reviews that assist GSA achieve its program goals. (OIG Strategic Goals #1 and #2)

Internal Audit Types	FY 2009 Actual		FY 2010 Current		FY 2011 Target		Change FY 2010 to FY 2011	
	%	Dollars	%	Dollars	%	Dollars	%	Dollars
Programmatic/Operational:								
Program*		\$5.0M		\$10.1M		\$10.5M		+\$0.4M
Administration		\$0.0M		\$0.3M		\$0.3M		\$0.0M
IT Systems		\$1.4M		\$1.6M		\$1.7M		+\$0.1M
Financial		\$0.5M		\$1.5M		\$1.6M		+\$0.1M
Programmatic/Operational	70%	\$6.9M	85%	\$13.5M	85%	\$14.1M	0%	+\$0.6M
Compliance	30%	\$2.9M	15%	\$2.4M	15%	\$2.5M	0%	+\$0.1M
Total	100%	\$9.8M	100%	\$15.9M	100%	\$16.6M		+\$0.7M

*Includes American Reinvestment and Recovery Act of 2009 Assessment Reports

Strategic Goal No. 3

Implement an efficient and effective human capital strategy.

Discussion

Our people are our most important resource. A skilled, focused, flexible, and diverse workforce is essential if we are to continue to provide and improve the services necessary to carry out our mission. Beginning in the mid-1990s, the OIG realized the need to better align our resources to meet our mission responsibilities. We took numerous actions to redefine our mission, restructure our operations, reduce management layers, redistribute management positions to direct line positions, and to more closely interact with our clients. Our goal was to become more results-oriented and better serve GSA. These actions were consistent with the stated goals of OMB Bulletin 01-07 "Workforce Planning and Restructuring."

Despite these actions, events over the past few years have combined to exacerbate our human capital issues. Specifically, we have had a difficult time hiring at mid-level positions and replacing and retaining qualified staff. Salaries, Federal hiring requirements and constraints, and stiff competition from the private sector and other government agencies have impacted our ability to hire people with the necessary skills. We are losing our junior staff to other agencies and the private sector, while our senior staff is retiring. We are faced with the potential loss of about 32 percent of our senior managers over the next 2 years. This has increased our need for managerial and leadership training for mid-level staff to prepare them to assume more senior leadership positions in the organization. Currently, we are using our ability to hire re-employed annuitants to help fill this critical gap as we continue to train and develop our staff. Further, we are looking at our own organization to determine the most efficient way to deliver services. This has resulted in organizational shifts and will continue to do so as we refine our approach to service delivery.

The OIG will continue to develop a human capital plan to provide the highly competent professional workforce necessary to complete our mission and meet future demands. We will incorporate these efforts into our overall work planning, budgeting, and evaluation processes. This will include a commitment to recruit, develop, train, retain, and reward a workforce that possesses the skills required to meet the changing and challenging demands for our services. We will address continuity of operations and skills through succession planning. The OIG will increase its commitment to both technical and managerial training to sustain functional expertise and encourage professional development.

Anticipated Results

Among the initiatives we plan to accomplish are enhancing our college recruiting program; completing a skills inventory and identification analysis; refining programs such as our career intern program, and various programs aimed at recruiting and retaining quality staff; streamlining and improving the efficiency of our hiring process; and developing the required technical and managerial training programs needed to provide and maintain needed skills.

OIG Strategic Goal #3. Implement an efficient and effective human capital strategy.

<p>Performance Goal: The OIG will implement a human capital management strategy to better support our mission. The purpose of the strategy is to ensure that we have a highly qualified workforce focused on our mission, and that we have identified key Agency problem areas. As part of our approach, we will identify and use available tools, such as the Career Intern Program, to more effectively recruit and retain staff. For staff development, we will address the critical technical, managerial, and leadership skills needed for continuity and sustained quality of operations. Additionally, we will monitor our performance evaluation system to ensure it provides meaningful feedback and fully recognizes individual and team accomplishments.</p> <p>GSA-wide Goal: This OIG goal is linked to the following GSA strategic goals:</p> <ul style="list-style-type: none"> • <u>Superior Workplaces</u> - Deliver and maintain productive workplaces; and • <u>Innovation</u> - Improve business to make Federal policies and administrative operations more productive. 				
Performance Measure	Performance Indicators			
	Standard	FY 2009 Actual	FY 2010 Current	FY 2011 Target
<p>Our human capital strategy will identify specific initiatives that will foster improvement in:</p> <ul style="list-style-type: none"> • Recruitment and retention • Staff development • Employee appraisal and recognition • Quality of life • Cost savings to OIG 	<p>Formalize a human capital management plan by the end of FY 2008 and implement plan initiatives over the following 4 years.⁶</p>	<p>Currently, reassessing our human capital strategy.</p>	<p>The OIG will assess our human capital strategy and will develop implementation plans in support of the OIG's overall mission.</p>	<p>TBD</p>

⁶ Each FY performance report will provide detail on each part of the human capital management plan implemented that year.

Strategic Goal No. 4

Enhance our organizational performance.

Discussion

This goal focuses on our work environment and business processes. We believe that this goal will serve two purposes—to make us more efficient in serving our clients and to help attract and retain a world-class workforce in our organization.

Our office's performance should be held to the highest standards. To achieve this, we will continue to emphasize improving the delivery of OIG products and services and create a more efficient work environment by investing in the office infrastructure, both technological and physical, that supports our strategic goals.

Timely, cost-effective, and quality products and services are critical in today's fast-paced and changing environment. Our work products must be responsive to Agency and customer needs. Continued improvements in timeliness and operating efficiency will require reassessing existing business processes, employing technology to the fullest extent possible, and improving management and coordination efforts. Further, we must better utilize the power of E-Government to make our products and services more accessible to our stakeholders.

We believe that appropriate and modern technological and physical work environments are important elements in successfully achieving our goals. We also believe that our audit and investigative functions must work closely with our administrative support activities to enhance our ability to meet mission requirements. We will ensure that we have the best possible work environment in several ways.

First, we recognize the benefits of technology in the work environment, and we have made great strides in incorporating it into our management approach and processes. We want to continue this progress toward providing reliable, integrated technology to our staff. We will maintain management information systems and networks that enhance our ability to exchange information, both inside and outside the OIG, and to conduct our work and perform analyses in a more secure, paperless environment. This will also help us better plan and manage our resources by providing timely and reliable performance information and financial data. Also, providing sufficient, portable technology to the staff will help streamline our processes and better leverage our limited human capital resources. Further, technology will improve our ability to view and analyze the vast amount of data related to agency operations.

Next, we need to make an investment in our physical environment in order to support our human capital strategies. Initiatives in this area will affect where we locate our staff and how it is configured.

Lastly, administrative activities and processes supporting our line operations need to be better integrated and improved.

Real-time fiscal information, comprehensive information systems support, and full-range human resource support are essential to improve our operations. It is imperative that we enhance and integrate this infrastructure to support our strategic planning, human capital initiatives, and business goals.

Anticipated Results:

- Provide our customers with timely, quality OIG products in accordance with the standards established for the different types of audit and investigative reports we produce.
- Provide comprehensive IT support and information systems availability necessary for our professional and support staffs to meet their mission requirements.
- Provide timely and relevant budgetary, administrative, and human resource support to help our managers properly manage their resources and help them meet their mission needs.
- Begin implementation of a nationwide office modernization process, which will enhance the working environment of selected Regional and Central Office locations.

OIG Strategic Goal #4. Enhance our organizational performance.

Performance Goal: This performance measure reflects how our customers perceive our products and services. Our three main components each use customer surveys to gauge the level of customer satisfaction. The areas that are covered by the surveys are: meeting customer needs, clarity of information provided, relevancy, timeliness, and value added. Activities are evaluated against a “standard” that reflects “expected average performance.”

GSA-wide Goal: This OIG goal is linked to the following GSA strategic goals:

- Best Value - Develop and deliver effective acquisition services and business solutions;
- Stewardship - Lead agencies on economical and efficient stewardship of Federal assets;
- Superior Workplaces - Deliver and maintain productive workplaces; and
- Innovation - Improve business to make Federal policies and administrative operations more productive.

Performance Measure	Performance Indicators			
	Standard	FY 2009 Actual	FY 2010 Current	FY 2011 Target
Effectiveness- Customer Surveys	Scale: 1-5 (5 high)			
<ul style="list-style-type: none"> • Audit/contract review products 	4.0 ⁷	69%	90%	90%
<ul style="list-style-type: none"> • Administrative products and services (internal to the OIG) 	4.0 ⁸	92%	92%	92%

⁷ Each customer survey has an average score of 4.0 or higher on a scale from 1 to 5, where 1 indicates the individual strongly disagrees and 5 indicates that the individual strongly agrees.

⁸ This represents a composite score on various OIG products.

OIG Strategic Goal #4. Enhance our organizational performance.

Performance Goal: This performance measure demonstrates the timeliness and effectiveness of our products and services. OIG products and services are evaluated against a standard that reflects “expected average performance.” For example, if a performance standard for completion of a particular type of audit or investigation is 30 days, it means that the average time it will take to complete the review will be 30 days or less. If the target is 65 percent that means that 65 percent of the OIG reports will be completed within 30 days.

GSA-wide Goal: This OIG goal is linked to the following GSA strategic goals:

- Best Value - Develop and deliver effective acquisition services and business solutions;
- Stewardship - Lead agencies on economical and efficient stewardship of Federal assets;
- Superior Workplaces - Deliver and maintain productive workplaces; and
- Innovation - Improve business to make Federal policies and administrative operations more productive.

The Office of Audits establishes two unique performance targets for each type of audit—one measures the direct work hours (cost effectiveness) it takes to complete an audit project and the other measures the days (timeliness) it takes to complete an audit project. The performance standards listed below reflect the percentage of time that the office performs audits from beginning to end within the established standards.

Performance Measure	Performance Indicators			
	Standard	FY 2009 Actual	FY 2010 Current	FY 2011 Target
<u>Audits and Reviews</u> ⁹ :				
Cost effectiveness	Direct hours to perform audits based on a unique performance standard for each type.			
• Contract	<u>Example hours:</u> • Attestation – 800 hours	65%	60%	61%
• Internal	• Operational – 4,000 hours • Compliance – 1,800 hours	59%	70%	70%
Timeliness	Days to perform audits based on a unique standard for each type of audit.			
• Contract	<u>Example days:</u> • Attestation – 90 days	25%	50%	52%
• Internal	• Operational – 320 days • Compliance – 180 days	44%	55%	57%

⁹ We perform both contract reviews and internal audits. We have identified different performance standards in terms of days and hours for each type of audit/review. The performance and target goals represent the composite result, in terms of percentage of time, that the office meets various product standards measured in direct hours and days estimated to accomplish audit work products.

*U.S. General Services Administration
Office of Inspector General*

OIG Strategic Goal #4. Enhance our organizational performance.

The Office of Investigations has established a standard that reflects a dramatic improvement in the time frame within which they will conduct nearly all of their activities.				
Performance Measure	Performance Indicators			
	Standard	FY 2009 Actual	FY 2010 Current	FY 2011 Target
<u>Investigations:</u> Timeliness	Days to perform different types of investigations based on a unique standard for each type of investigation.	Percentage of investigations that meet unique performance standards.		
• Fraud/Other Crime	Class I is 480 days; Class II is 240 days	92%	75%	75%
• Suspensions/Debarments	Class I and II are 45 days.	77%	80%	80%
• Administrative	Class I is 180 days; Class II is 90 days.	71%	80%	80%

Investigation descriptions:

Class I – Involves allegations concerning GSA programs, operations, and/or personnel that have one or more of the following characteristics:

- Criminal or civil violation with a loss to the government of \$250,000 or more;
- GSA contractor integrity issue (suspension/debarment) involving potential or actual contracts with a value of \$250,000 or more;
- Significant health or safety issue;
- Corruption of GSA official/employee; and/or
- Serious integrity issue involving GS-15 or above.

Class II – Involves allegations concerning GSA programs, operations, and/or personnel that have one or more of the following characteristics:

- Criminal or civil violation with a loss to the government of less than \$250,000;
- GSA contractor integrity issue (suspension/debarment) involving potential or actual contracts with a value of less than \$250,000; and/or
- Serious integrity issue involving GS-14 or below.

*U.S. General Services Administration
Office of Inspector General*

OIG Strategic Goal #4. Enhance our organizational performance.

The Office of Administration, Internal Evaluation and Analysis Staff, and Office of Counsel to the IG applied standards to reflect the need to improve performance in specific targeted areas.

Performance Measure	Performance Indicators			
	Standard	FY 2009 Actual	FY 2010 Current	FY 2011 Target
	Days to perform different types of legal, field office reviews, and administrative type activities. ¹⁰	Percentage of administrative activities that meet unique performance standards.		
<ul style="list-style-type: none"> • FOIA/PA Requests 	Thirty days to process a FOIA/PA request	91%	91%	91%
<ul style="list-style-type: none"> • System Availability 	Systems are available to all OIG users 97 percent of the time.	97%	97%	97%
<ul style="list-style-type: none"> • Provide Information Resources 	Requests to review hardware/software applications are responded to within 5 days.	95%	95%	95%
<ul style="list-style-type: none"> • Budget and Management Reports 	Reports are completed within 5 days of a reporting period.	99%	99%	99%
<ul style="list-style-type: none"> • Procurement Actions 	Ninety-five percent of procurement actions are completed within 5 days.	97%	97%	97%
<ul style="list-style-type: none"> • Personnel Actions/Requests 	Time varies depending upon the nature of the action/request; it varies between the same day and 21 days depending on the action/request.	97%	97%	97%

¹⁰ Each of the performance measures listed has performance standards in terms of days to complete.

U.S. General Services Administration

ELECTRONIC GOVERNMENT FUND

Fiscal Year 2011 Budget Request

CONTENTS

Appropriations Language	2
Program Description	2
Explanation of Changes	3
Summary of the Request.....	3
Amounts Available for Obligation	6
Obligations by Object Classification	6

Appropriations Language

For necessary expenses in support of interagency projects that enable the Federal Government to expand its ability to conduct activities electronically, through the development and implementation of innovative uses of the Internet and other electronic methods, **\$35,000,000**, to remain available until expended:

Provided, That these funds may be transferred to Federal agencies to carry out the purpose of the Fund: *Provided further*, That this transfer authority shall be in addition to any other transfer authority provided in this Act: *Provided further*, That such transfers may not be made until 10 days after a proposed spending plan and explanation for each project to be undertaken has been submitted to the Committees on Appropriations of the House of Representatives and the Senate.

Program Description

This appropriation provides for interagency electronic government, or E-Gov, initiatives and projects, which use the Internet or other electronic methods to provide individuals, businesses, and other government agencies with simpler and more timely access to Federal information, benefits, services, and business opportunities. The program would also further the Administration's implementation of the Government Paperwork Elimination Act (GPEA) of 1998, which calls upon agencies to provide the public with optional use and acceptance of electronic information, services, and signatures, when practicable.

Explanation of Changes
(Dollars in Thousands)

	<u>Budget Authority</u>
2010 Enacted Level.....	\$ 34,000
2011 Request	<u>35,000</u>
Net Change	\$ 1,000

Summary of the Request

The FY 2011 budget requests a total of **\$35,000 thousand** for interagency electronic government, or “e-Gov”, projects, pilots and initiatives. Pilot projects that are ready and chosen for transition to production operation will rely on funding from other sources, such as inclusion in agency budgets, transitioning to a fee-for-service funding model, or using funding available through a new appropriation proposed within the Executive Office of the President, for the Integrated, Efficient and Effective Uses of Information Technology. This new appropriation, managed by the Office of Management and Budget, would be used to establish one or more efficient, centralized service providers for civilian agencies for key strategic information technology (IT) services, allowing for production-level implementations of projects developed as pilots through the Electronic Government Fund.

The FY 2011 budget requests an increase of **\$1,000 thousand** to fund existing E-Gov projects currently underway to address the goals of improving the efficiency and effectiveness of Government operations through IT, and using IT to advance the Administration’s commitment to improving the transparency of Federal operations and increasing citizen participation in their Government. The 2011 funding will support new projects addressing the established FY 2010 goals and objectives, by extending what is achieved in 2010 through further advances in the use of IT to achieve an efficient, participatory, and collaborative Government.

Planned projects continue to address the goals emphasized in 2010 in these areas:

- Moving Federal agencies to cloud-computing through pilots and development of shared service offerings
- Efficient Federal Workforce (EFW) - Improving Federal IT efficiency and effectiveness
- Improving Transparency and Participation – Improving Government-public interactions

Cloud Computing.—In 2011, the Electronic Government Fund would continue its task of making cloud computing capabilities available to Federal agencies. The goal of the Federal Cloud Computing Initiative is to establish a shared government-wide, cost effective, green and sustainable federal cloud computing environment in support of agency missions by enabling secure, easy to use, on-demand, cloud computing services. This has the potential to save billions of dollars in the future, compared to the alternative of expanding dedicated agency data centers. Services this initiative will continue to develop and expand in 2011, building on what is achieved in 2010, are:

- (1) agile and simple acquisition of certification processes,
- (2) elastic, usage-based delivery of pooled computing resources, and
- (3) portable, reusable and interoperable business-driven solutions.

This initiative is currently charged with assessing the use of Secure Virtualized Data Centers, which would utilize current government-owned, government-operated data centers for co-location of new virtualized cloud capabilities. .

In 2010, Cloud Innovation Pilots will be pursued using a cross-agency team, with several pilot projects related to Cloud Computing Infrastructure and Collaboration, aiming to: (1) test enterprise-wide solutions, (2) reduce duplication, (3) improve the citizen's ability to engage with government, (4) improve the government's ability to share data, and (5) demonstrate the flexibility, agility, effectiveness and security of the cloud infrastructure. In 2011 the models demonstrating proof-of-concept will be expanded to include more agencies, and services, and public engagement. Among the pilots under consideration for 2010 or 2011 is an Innovations Platform, where cloud infrastructure would be used to provide development and testing of tools that promote innovation, transparency, open government, citizen engagement and security. New media could be tested for adherence to security, accessibility or privacy requirements.

The use of Apps.gov, a "store" for both open source and commercial software applications, will facilitate the adoption of cloud-computing through its offerings of cloud-based services, which will continue to expand in 2011. Apps.gov improves the Government's access and affordability regarding applications to improve agency operations, and also offers social media and productivity applications to Federal agencies. These applications will allow agencies to improve public participation in helping Government to achieve its mission, improve service, and identify and solve problems, including through the suggestion of innovative ideas and solutions.

Efficient Federal Workforce (EFW).—The Efficient Federal Workforce program is a government-wide effort led by the General Services Administration to identify and strategically leverage innovative technologies, enabling Federal employees to work collaboratively across agency boundaries. It aims to enable collaborative platforms for working in real time from remote locations, reducing travel, space requirements and energy consumption, and supporting the Government's emergency preparedness capabilities. The access management and collaborative tools developed in 2010 will continue to be expanded in 2011, extending inter-agency capabilities for improved remote access, conducting on-line meetings, knowledge management and communities of practice, and social-distancing (facilitating Government operations in emergency situations or other circumstances when staff must work outside their regular office locations).

Transparency and Participation.—In 2010, new end-user oriented IT services have been identified as candidates for delivery through new platforms to be used across the Government. These include a Citizen Services Delivery Dashboard to provide the public with better information on their interactions with Federal programs, and a web-based Challenge Platform, to allow a challenge by one party (a “seeker”), to solicit and receive from third parties (“solvers”) proposed solutions to the challenge. These new services will improve the interactions between the Federal government and the public, meeting the Administration’s commitment to make the Government more responsive to the American people.

In 2011, additional public-oriented services will be developed, and those launched in 2010 may be enhanced. The assessment of new technologies will be continued, and tools to strengthen the public dialogue will be explored, with new functionalities potentially developed to expand the use of new Web 2.0 media. Explorations and development projects will continue to widen the potential for the Government-public interaction to exploit the productive potential in such areas as blogs, wikis, dialogue forums of various kinds, polling, and other Web 2.0-enabled modes of engagement.

New Dashboards, extending the model of the IT Dashboard, and the soon-to-be-released enhanced USASpending platform, will also be explored as part of the commitment to increased transparency. Just as the IT Dashboard and the enhanced USASpending provide agencies and the public access to view details of Federal information technology investments and Federal spending on grants and contracts online, other dashboards will be developed to provide data on the use of Federal funds in other areas, so that policy officials, the Congress, and the American public can better view and assess the operation of their Government. Potential enhancements to Data.Gov, which allows the public to easily find, download, and use high value, machine readable, data sets that are generated and held by the Federal Government, will also be candidates for continued support from the Electronic Government Fund.

U.S. General Services Administration
Electronic Government

Amounts Available for Obligation

(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Request
Unobligated balance, start of year.....	\$ 1,591	\$ 1,681	\$ 0
Discretionary authority:			
Appropriation.....	\$ 0	\$ 34,000	\$ 35,000
Reimbursable authority:			
New authority.....	\$ 0	\$ 0	\$ 0
Change in uncollected payments.....	0	0	0
Subtotal, reimbursable authority.....	\$ 0	\$ 0	\$ 0
Recovery of prior-year obligations.....	\$ 793	\$ 0	\$ 0
Unobligated balance, end of year.....	-\$ 1,681	\$ 0	\$ 0
Total Obligations.....	\$ 703	\$ 35,681	\$ 35,000
<i>Outlays</i>	\$ 2,923	\$ 33,897	\$ 34,320

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
25.1 Advisory and assistance services.....	\$ 702	\$ 23,862	\$ 23,407
25.3 Goods & services from Gov't accounts ...	0	11,819	11,593
99.0 Total Obligations.....	\$ 702	\$ 35,681	\$ 35,000

U.S. General Services Administration
ALLOWANCES AND OFFICE STAFF FOR FORMER PRESIDENTS

Fiscal Year 2011 Budget Request

CONTENTS

Appropriations Language	2
Program Description	2
Explanation of Changes	3
Summary of the Request	4
Amounts Available for Obligation.....	5
Obligations by Object Classification	5
Budget Request by President.....	6

Appropriations Language

For carrying out the provisions of the Act of August 25, 1958 (3 U.S.C. 102 note), and Public Law 95-138, **\$3,907,000**.

Program Description

This appropriation provides pensions, office staffs, and related expenses for former Presidents Jimmy Carter, George H.W. Bush, William Clinton, and George W. Bush, and for the postal franking privileges for the widows of former Presidents Ronald Reagan and Gerald Ford.

U.S. General Services Administration
Allowances and Office Staff for the Former Presidents

Explanation of Changes

(Dollars in Thousands)

	<u>Budget Authority</u>
2010 Enacted Level.....	\$ 3,756
2011 Request.....	<u>\$ 3,907</u>
Net Change.....	\$ 151
Maintaining Current Levels:	
Increased rent for former Presidents G H W Bush, Clinton, and G W Bush	\$ 21
Increase benefits for former Presidents	<u>8</u>
Subtotal, Maintaining Current Levels.....	\$ 29
Program Decreases:	
Decrease goods & services for former Presidents Carter & Clinton	-\$ 22
Program Increases:	
Increase IT equipment for former President G W Bush	\$ 74
Increase in overtime utilities for former President G W Bush	36
Increase personnel benefits for former President Clinton office staff	<u>34</u>
Subtotal, Program Increases.....	\$ 144
Net Change.....	\$ 151

Summary of the Request

The FY 2011 budget requests a total of **\$3,907 thousand** for the annual pensions of former Presidents and compensation of their office staffs and related expenses, an increase of \$151 thousand over the FY 2010 appropriated level.

The FY 2011 budget requests the following changes:

- **\$29 thousand** for pension costs of all former Presidents and for increased rental rates for former Presidents George H.W. Bush, Clinton, and George W. Bush.
- **\$74 thousand** to refresh desktops and laptops for the office staff of former President George W. Bush. Refresh is consistent with the standard three (3) year refreshment plan that GSA uses as a guideline.
- **\$36 thousand** for increased utilities (air conditioning and heating) for the office of former President George W. Bush.
- **\$34 thousand** for personnel benefits for office staff of former President Clinton.
- **-\$22 thousand** in decreased goods and services for former Presidents Clinton and Carter.

Program Increases by Former President:

For former President George W. Bush, \$118 thousand: The FY 2011 budget request provides an increase of \$2 thousand for increased pension costs, \$6 thousand for rent increase, \$36 thousand for costs of overtime utilities, and \$74 thousand for IT equipment upgrades.

For former President Clinton, \$23 thousand: The FY 2011 budget request provides an increase of \$2 thousand for increased pension costs, \$34 thousand for increased personnel benefits for office staff, \$7 thousand for rent increase, and includes a -\$20 thousand decrease in goods and services.

For former President George H.W. Bush, \$10 thousand: The FY 2011 budget request provides an increase of \$2 thousand for increased pension costs and \$8 thousand for rent increase.

For former President Carter, no change: The FY 2011 budget request provides an increase of \$2 thousand for increased pension, which is offset by a -\$2 thousand decrease in goods and services, resulting in no net changes.

U.S. General Services Administration
 Allowances and Office Staff for the Former Presidents

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
Annual appropriation.....	\$ 2,934	\$ 3,756	\$ 3,907
Unobligated balance, end of year.....	<u>-\$ 348</u>	<u>\$ 0</u>	<u>\$ 0</u>
Total obligations.....	\$ 2,586	\$ 3,756	\$ 3,907
<i>Net Outlays</i>	\$ 2,322	\$ 3,698	\$ 3,896

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.8 Special personnel services payments.....	\$ 279	\$ 438	\$ 438
12.1 Civilian personnel benefits.....	121	238	272
13.0 Benefits for former personnel.....	730	818	826
21.0 Travel and transportation of persons.....	44	123	123
23.1 Rental payments to GSA.....	867	1,269	1,290
23.3 Communications and utilities.....	99	195	195
Subtotal, Rent, comm. & utilities.....	<u>\$ 966</u>	<u>\$ 1,464</u>	<u>\$ 1,485</u>
24.0 Printing and reproduction.....	20	63	63
25.2 Other services.....	317	358	372
26.0 Supplies and materials.....	27	62	62
31.0 Equipment.....	80	192	266
99.0 Total Obligations.....	\$ 2,586	\$ 3,756	\$ 3,907
Subtotal, PC&B.....	1,131	1,494	1,536
Subtotal, Non-labor.....	1,455	2,262	2,371

U.S. General Services Administration
 Allowances and Office Staff for Former Presidents

Budget Request by President

(Dollars in Thousands)

	CARTER	G H W BUSH	CLINTON	G W BUSH	WIDOWS	TOTAL
Personnel Compensation.....	\$ 96	\$ 96	\$ 96	\$ 150	\$ 0	\$ 438
Personnel Benefits.....	2	64	104	102	0	272
Benefits for Former Presidents (pensions)...	201	201	212	212	0	826
Travel.....	2	56	5	60	0	123
Rental Payments to GSA.....	107	198	586	399	0	1,290
Communications:						
Telephone.....	10	17	7	85	0	119
Postage.....	15	13	14	20	14	76
Printing.....	5	14	18	26	0	63
Other Services.....	68	103	31	170	0	372
Supplies.....	5	15	2	40	0	62
Equipment.....	7	63	36	160	0	266
FY 2011 Budget Request	\$ 518	\$ 840	\$ 1,111	\$ 1,424	\$ 14	\$ 3,907

¹ 3 U.S.C. 102 note limits compensation for office staff to an aggregate of \$96 thousand for each former President, except in the first 30 months of eligibility for these benefits, when the ceiling is \$150 thousand.

U.S. General Services Administration
FEDERAL ACQUISITION WORKFORCE INITIATIVES FUND

Fiscal Year 2011 Budget Request

CONTENTS

Appropriations Language	2
Program Description	2
Explanation of Changes	3
Summary of the Request.....	3
Amounts Available for Obligation.....	5
Obligations by Object Classification	5

Appropriations Language

For necessary expenses in support of government-wide investments in the capacity and capabilities of the acquisition workforce, \$24,900,000; of which, \$7,900,000 shall be available for salaries, curriculum development, competency management, certification management and career management; of which, \$3,000,000 shall be available for the management of acquisition workforce data and information technology needs related to the acquisition workforce initiative; of which, \$2,000,000 shall be available to conduct a study of current and future acquisition workforce needs; of which, \$6,000,000 shall be for human capital support; and of which, \$6,000,000 shall be available to create and maintain the contractor inventory database required by section 743 of Public Law 111-117: *Provided*, That up to 25 percent of the total amount appropriated herein may be transferred among such appropriations: *Provided further*, That these funds shall be administered by the Administrator of General Services, as approved by the Director of the Office of Management and Budget: *Provided further*, That such funds may be transferred to Federal agencies, as approved by the Director of the Office of Management and Budget, to carry out the purposes provided herein: *Provided further*, That this transfer authority is in addition to any other transfer authority provided in this Act.

Program Description

This appropriation provides support for inter-agency initiatives and projects that will improve (1) the ability of civilian agencies to assess the capacity and capability of the acquisition workforce necessary to develop and appropriately manage acquisitions, (2) the capacity, capability, and effectiveness of the civilian agency acquisition workforce to improve acquisition management, and (3) agencies' abilities to achieve the optimal mix of public and private sector resources to support agency operations. The activities supported through this fund are intended to foster and promote the development of the acquisition workforce and support the responsibilities provided for in the Office of Federal Procurement Policy Act.

Explanation of Changes

(Dollars in Thousands)

	<u>FTE</u>	<u>Budget Authority</u>
2010 Enacted Level.....	0.0	\$ 0
2011 Request	<u>10.0</u>	<u>24,900</u>
Net Change	10.0	\$ 24,900

Summary of the Request

The FY 2011 budget requests a total of **\$24,900 thousand** for activities that foster and promote the development of the government-wide acquisition workforce and support the responsibilities provided for in the Office of Federal Procurement Policy Act. Funding is requested to mitigate the risks associated with gaps in either capacity or capability of the acquisition workforce, to improve the effectiveness of the workforce, and to maximize competition and value. The resources requested will be used to:

- Conduct an acquisition workforce study to identify the future composition and skill requirements of the workforce to meet changes in acquisition practices;
- Analyze existing certification and training programs with expected workforce competencies and skills to identify gaps;
- Adjust existing curriculum to address any identified gaps and build team-based curricula to close gaps identified through the 2008 and 2010 acquisition workforce competencies surveys;
- Invest in tools to manage existing workforce data and build capability to conduct strategic acquisition workforce planning and management;
- Maintain a robust internet presence for acquisition workforce information, agency awareness, and workforce planning to facilitate leveraging efforts and avoiding duplication;
- Create a model or template for acquisition career management that will serve as a guide post to Federal acquisition professionals in managing their careers from entry through progression to senior leadership roles;
- Support for central efforts to provide acquisition professionals with planning, individual development, and information to develop a career in Federal acquisition
- Provide human capital support to assist agencies in recruiting and retaining acquisition workforce professionals, identifying and cultivating sources of talent, and successfully assimilating acquisition professionals into the Federal government;
- Identify appropriate data and information for measuring the impact of workforce training and certification programs;
- Leverage existing information repositories across the acquisition community to build an acquisition workforce information portal;

- Develop relationships within the academic community for fostering acquisition knowledge and recruitment;
- Manage interagency workforce efforts such as the functional advisory boards and acquisition career management committee; and
- Manage interagency coordination of acquisition internships or fellows programs to increase use of structured development programs and build a community of the next generation of acquisition leaders.

Background:

Successful acquisition outcomes are the direct result of having the appropriate personnel with the requisite skills managing various aspects of the acquisition process. A lack of capacity and capability in the acquisition workforce results in tradeoffs during the acquisition lifecycle that may reduce the chance of successful outcomes while increasing costs and impacting schedule.

In his March 4, 2009 Memorandum on Government Contracting, the President requires agencies to improve acquisition practices and performance by maximizing competition and value, minimizing risk, and reviewing the ability of the acquisition workforce to develop, manage, and oversee acquisitions appropriately. Subsequent guidance from the Office of Management and Budget (M-09-25, *Improving Government Acquisition*, and Office of Federal Procurement Policy Memorandum of October 27, 2009 “Acquisition Workforce Development Strategic Plan for Civilian Agencies- FY2010-2014”) provided guidance to agencies to strengthen the acquisition workforce and increase the workforce by five percent to more effectively manage acquisition performance.

The acquisition workforce, including contract specialists, program and project managers, and contracting officer technical representatives, reported skills gaps in the recent 2008 competencies survey related to project management, negotiation, requirements development, and requirements management. In addition, the survey identified that the current acquisition environment does not provide the workforce adequate time to focus on such areas as acquisition planning and defining requirements. The lack of capacity to effectively define requirements often results in unnecessary use of cost-type or non-competitive contracts.

U.S. General Services Administration
Federal Acquisition Workforce Initiatives Fund

Amounts Available for Obligation

(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Request
Discretionary authority:			
Appropriation	\$ 0	\$ 0	\$ 24,900
Unobligated balance, end of year.....	0	0	0
Total Obligations	\$ 0	\$ 0	\$ 24,900
<i>Outlays</i>	0	0	23,655

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-Time, permanent.....	\$ 0	\$ 0	\$ 1,350
25.1 Advisory and assistance services.....	0	0	23,550
99.0 Total Obligations	\$ 0	\$ 0	\$ 24,900

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U.S. General Services Administration

FEDERAL CITIZEN SERVICES FUND

Fiscal Year 2011 Budget Request

CONTENTS

Appropriations Language	2
Analysis of Language Provisions and Changes.....	2
Program Description.....	3
Summary of the Request.....	4
Explanation of Changes, Appropriated Dollars and FTE	4
Amounts Available for Obligation.....	5
Obligations by Object Classification	6
Office of Citizen Services	7

Appropriations Language

For necessary expenses of the Office of Citizen Services, including services authorized by 5 U.S.C. 3109, **\$36,825,000**, to be deposited into the Federal Citizen Services Fund: *Provided*, that the appropriations, revenues, and collections deposited into the Fund shall be available for necessary expenses of Federal Citizen Services activities in the aggregate amount not to exceed **\$100,000,000**. Appropriations, revenues, and collections accruing to this Fund during fiscal year 2011 in excess of such amount shall remain in the Fund and shall not be available for expenditure except as authorized in appropriations Acts.

Analysis of Language Provisions and Changes

Language Provision [delete] <u>insert</u>	Explanation
<p>... <i>Provided</i>, That the appropriations, revenues, and collections deposited into the Fund shall be available for necessary expenses of Federal Citizen Services activities in the aggregate amount not to exceed [\$61,000,000] \$100,000,000. Appropriations, revenues, and collections accruing to this Fund during fiscal year [2010] 2011 in excess of such amount shall remain in the Fund and shall not be available for expenditure except as authorized in appropriations Acts.</p>	<p>This provision establishes the aggregate ceiling on expenditures for the revolving fund, as set forth in 40 U.S.C. 323(c). GSA requests an increase of \$39 million in FY 2011. This would provide \$63 million in spending authority above planned obligations, to accommodate anticipated reimbursable agreements to share new citizen engagement and collaboration tools and expertise with other Federal agencies, as well as emergency requirements.</p> <p>The requested increase in the expenditure ceiling is entirely reimbursable and does not score.</p>

Program Description

The Federal Citizen Services Fund appropriation provides for the salaries and expenses of the Office of Citizen Services (OCS). OCS provides citizens, businesses, other governments, and the media with access points to easily obtain Government information and services via the Internet, e-mail, print, and telephone.

OCS provides information and services to the public primarily through USA.gov and GobiernoUSA.gov, the official web portal of the U.S. Government. OCS also operates pueblo.gsa.gov, consumeraction.gov and consumidor.gov, webcontent.gov, and the kids.gov websites. OCS provides direct telephone (1-800-FED-INFO), e-mail and online assistance to citizens through the National Contact Center, and offers comprehensive and cost-effective contact center solutions to customer Federal agencies through the USA Contact program. OCS also coordinates the publication and distribution of information through the Government Printing Office's Public Documents Distribution Center in Pueblo, Colorado.

OCS supports effective Government by training web and contact center managers across the Federal Government through Web Manager University, and provides development and facilitation services to Federal agencies and initiatives to enhance their delivery of citizen services. OCS brings Federal, State, territorial, local and tribal governments together to improve services to citizens through sharing of best practices, and serves as a point of contact to other nations to share experiences in delivering citizen services and to bring new solutions to the U.S. Government.

The Federal Citizen Services Fund is financed through annual appropriations to pay for the salaries and expenses of OCS staff. Reimbursements from Federal agencies pay for the direct costs of information services OCS acquires on their behalf. The FCS Fund also receives funding from user fees for publications ordered by the public, payments from private entities for services rendered, and gifts from the public. All income is available without regard to fiscal year limitations, but is subject to an annual aggregate expenditure limit as set forth in appropriation acts.

Summary of the Request

The FY 2011 budget request provides a total of **\$36,825 thousand**, an increase of \$310 thousand over the FY 2010 appropriated level. The requested increase provides for the costs of the FY 2011 pay raise and inflation, as well as the annualization of the FY 2010 Federal pay raise.

Explanation of Changes, Appropriated Dollars and FTE
 (Dollars in Thousands)

	<u>FTE</u>	<u>Budget Authority</u>
2010 Enacted Level.....	86.0	\$ 36,515
2011 Request.....	<u>86.0</u>	<u>\$ 36,825</u>
Net Change.....	0.0	\$ 310

	<u>FTE</u>	<u>Budget Authority</u>
Maintaining Current Levels:		
Annualization of the FY 2010 Pay Increase (2.0%)		\$ 60
FY 2011 Pay Increase (1.4%), Effective January 2011		128
Inflation (0.5%)	<u> </u>	<u>122</u>
Subtotal, Maintaining Current Levels.....	0.0	\$ 310
 Net Change.....	 0.0	 \$ 310

Amounts Available for Obligation

(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Request
Unobligated balance, start of year.....	\$ 10,828	\$ 9,096	\$ 5,090
Discretionary authority:			
Annual appropriation.....	\$ 36,096	\$ 36,515	\$ 36,825
New reimbursable authority:			
Publication Distribution / NCC Services:			
From Federal Agencies.....	\$ 5,005	\$ 5,010	\$ 5,271
From the Private Sector.....	167	405	425
User Fees.....	68	70	70
Gifts from the Private Sector.....	20	20	20
Other reimbursable authority.....	0	0	0
Subtotal, new reimbursable authority..	\$ 5,260	\$ 5,505	\$ 5,786
Change in Federal & Non-Federal uncollected customer payments.	\$ 165		
Recovery of prior-year obligations.....	\$ 474		
Unobligated balance, end of year.....	-\$ 9,096	-\$ 5,090	-\$ 2,469
Total, obligations.....	\$ 43,727	\$ 46,026	\$ 45,232
Obligations, appropriated.....	34,436	36,515	36,825
Obligations, reimbursable.....	9,291	9,511	8,407
<i>Net Outlays</i>	\$ 32,535	\$ 44,231	\$ 41,694

U.S. General Services Administration
Federal Citizen Services Fund

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-time, permanent.....	\$ 8,009	\$ 9,250	\$ 9,394
11.3 Other than full-time permanent.....	185	203	206
11.5 Other personnel compensation.....	429	370	376
12.1 Civilian personnel benefits.....	1,988	2,271	2,306
21.0 Travel and transportation of persons.....	129	133	134
22.0 Transportation of things.....	13	35	35
23.1 Rental payments to GSA.....	663	876	889
23.3 Communications and utilities.....	184	224	225
Subtotal, Rent, communications & utilities..	\$ 847	\$ 1,100	\$ 1,114
24.0 Printing and reproduction.....	368	443	445
25.1 Advisory and assistance services.....	16,790	15,207	15,274
25.3 Goods & services from Gov't accounts.....	5,522	7,287	7,323
Subtotal, Contractual services.....	\$ 22,312	\$ 22,494	\$ 22,597
26.0 Supplies and materials.....	38	104	105
31.0 Equipment.....	118	112	113
99.0 Obligations, appropriated.....	\$ 34,436	\$ 36,515	\$ 36,825
Subtotal, PC&B.....	10,611	12,094	12,282
Subtotal, Non-labor.....	23,825	24,421	24,543
99.0 Obligations, reimbursable.....	9,291	9,511	8,407
99.9 Total obligations.....	\$ 43,727	\$ 46,026	\$ 45,232
<i>Full-Time Equivalent (FTE)</i>	77.0	86.0	86.0

Office of Citizen Services

The Office of Citizen Services (OCS) integrates multiple Government information and service delivery channels in order to engage citizens, create open Government, and stimulate participatory Democracy. OCS provides government-wide leadership, electronic tools, and expertise to support other Federal agencies' efforts to provide citizen-driven information and services. OCS is a catalyst for transparency, government-to-citizen engagement, and collaboration among Federal agencies and with the public. OCS is transforming the relationship that citizens have with their Government through agile technology, subject matter expertise, and innovation.

The Office of Citizen Services fulfills this purpose through three major lines of business: (1) the Federal Citizen Information Center, (2) USA.gov Technologies, and (3) Intergovernmental Solutions.

The **Federal Citizen Information Center (FCIC)** has a 40-year history of distributing consumer information through multiple communications channels. In the past decade, the FCIC has expanded beyond consumer information and now provides access to a broad range of government information and services that support a variety of citizen needs.

FCIC provides information and services to the public through multiple channels:

- *Website Management Services:* This program manages the content for USA.gov and GobiernoUSA.gov (the official portal of the U.S Government), pueblo.gsa.gov, consumeraction.gov, consumidor.gov, kids.gov, citizenservices.gov, webcontent.gov, mymoney.gov, and USASearch.gov. This program has integrated a variety of new media into its delivery channels, including a blog (www.govgab.gov), Facebook, YouTube, Flickr and Twitter pages.
- *National Contact Center (NCC):* The NCC provides telephone, email, and personal on-line chat to citizens through the government-wide contact center at 1-800 FED INFO. Services are provided in English and Spanish. In addition, the NCC provides tier-one contact-center services on behalf of several other agencies.
- *Contact Center Services:* The USA Contact contract vehicle is a government-wide, multi-vendor, indefinite delivery, indefinite quantity (IDIQ) contract for contact center solutions. USA Contact provides agencies with easy access to pre-qualified contact center solution partners, which saves agencies time and money and allows them to more efficiently and effectively respond to the public.
- *Consumer Education and Outreach Programs:* This program manages the distribution of Federal consumer publications and promotion of all OCS citizen channels to the public including extensive public service advertisements (PSAs), as well as outreach to teachers, librarians, and State and local government communications professionals.
- *Government Solutions and Best Practices:* FCIC conducts market research on what citizens want from their government, best practices, web and service level standards, tools and interagency communities of practice to support Federal agencies in their efforts to successfully serve citizens. Research results, model practices and customer information and strategies are shared with other governments via the citizenservices.gov website.

USA.gov Technologies maintains a secure, scalable, and reliable technical infrastructure to support the citizen-facing websites and new methods or channels for the public to interact with government. USA.gov Technologies develops innovative solutions that enhance citizen engagement through USA.gov and related OCS channels. This program provides leadership and guidance to partner agencies in using USA.gov Technologies services to support their web-based citizen-facing initiatives; and

Intergovernmental Solutions fosters collaboration among Federal, State, local, tribal, territorial, and international governments to share information and exchange best practices to deliver citizen-driven information and services. This program increases awareness of emerging and existing intergovernmental initiatives and analyses, as well as government reform issues across the intergovernmental community in order to improve citizens' experience with government at all levels.

Program Financing

Salaries and expenses of OCS staff are financed by annual appropriations to the Federal Citizen Services Fund. Reimbursements from Federal agencies pay for the direct costs of services OCS provides on their behalf. This includes the cost of providing citizen response services through the National Contact Center and the USA Contact contract vehicle, as well as use of the toll-free publication ordering system and the cost of publications distributed through the Government Printing Office facility in Pueblo, CO.

The FCS Fund also receives funding from the following sources:

- User fees from the public for publications ordered through the **Consumer Information Catalog** and for other OCS publications. Fees are collected to offset administrative expenses.
- Gifts to defray costs associated with the **Consumer Action Handbook** and other OCS information and educational materials and related activities.
- Other income incidental to OCS activities, primarily payments from private sector groups to cover the cost of distributing cooperative government/industry publications.

All income is available without regard to fiscal year limitations, but is subject to an annual aggregate expenditure limit as set forth in appropriation acts.

FY 2011 Budget Request

The FY 2011 budget request provides **\$36,825 thousand** for the Federal Citizen Services Fund (FCS), an increase of \$310 thousand over the FY 2010 appropriated level. This increase would fund the annualization of the FY 2010 Federal pay raise, the FY 2011 pay raise, and cost increases for inflation. The funds requested will allow the Office of Citizen Services (OCS) to continue to fulfill its primary strategic objective of delivering citizen-driven information and services and effective citizen engagement.

In FY 2011, OCS will focus on deploying agile technologies and expertise necessary for citizen-to-government interaction that will achieve unprecedented transparency and build innovative solutions for a more effective, citizen-driven government. Funds requested in FY 2011 will allow OCS to focus on its near-term goals to:

- Lead improvements in customer service to the public through its multiple delivery channels, providing an integrated platform that gets meaningful, timely information and services to citizens through their channel of choice.
- Fully deploy a Citizen Engagement program that is recognized around the world as the center of excellence for citizen engagement tools, practices, and capabilities.

The Office of Citizen Services has four primary operational objectives:

1. **Direct services to citizens.**—OCS provides timely, accurate, and consistent information about and from government directly to citizens, through an array of information channels. OCS has pioneered the use of new media in delivering information to the public, and is syndicating government information to other government websites to ensure that the public can access information at all levels.
 - *USA.gov and GobiernoUSA.gov reach out to citizens through the Internet* – OCS will develop and integrate capability to provide localized and personalized web content, and to support audio-visual libraries and other new interactive features. OCS will add more dynamic and engaging content, in response to citizen needs and emerging technologies.
 - *Social media sites engage citizens through their preferred communications channels* – OCS established and maintains the U.S. Government YouTube Channel, featuring the most popular videos from government agencies organized by topic, including a playlist in Spanish. Since its launch in May 2009, the channel has acquired over 12,000 subscribers and videos have received over 120,000 views. OCS will maintain ownership of this channel and promote it among other government agencies and the public.
 - *The National Contact Center responds to public inquiries via telephone, Internet, and e-mail* – OCS will manage the new NCC contract to provide continuing, cost-effective information services to citizens. The new contract will include new features and refinements to enable the NCC to better meet citizen needs.

- *Marketing government information* – OCS will promote the availability of OCS information channels to the general public and to those with special needs, including the under-served, elderly, persons with disabilities, and citizens with limited English proficiency.
2. **Leadership and support to Federal agencies.**—OCS influences the work of other government agencies in a way that enhances the overall quality of government service and information delivery to citizens. OCS offers training, multiple-award contracts, communities of practice, tool kits, and thought leadership in the areas of citizen engagement and collaboration. OCS conducts and monitors research to understand what citizens expect from their government.
- *Shared Technology* – OCS will launch a Citizen Engagement Platform (CEP) that will make available to agencies a range of tools that will increase communication between the government and the American public. The CEP will provide a basic suite of software applications for improving citizen engagement, which Federal websites could access remotely. Federal agencies would access the CEP through an online storefront for Federal websites to identify and access the applications they wish to use.
 - *Shared Access* – OCS has negotiated Terms of Service agreements with 30 new media providers. These resources are available to other Federal agencies through the newly redesigned www.citizenservices.gov. OCS will expand the Government’s presence in new media channels through continued development of OCS sites and by offering new media training for government web managers through Web Manager University.
 - *Shared Content* – Develop, evaluate, and integrate methods and processes that will make it easier to share and exchange common content between and among USA.gov and government agencies. Content experts will develop the content and share it across government, to be re-packaged and re-used in various formats.
 - *Shared Procurement Vehicles* – Provide agency partners with a fast, efficient, and economical contract vehicle for multi-vendor contact center services. Actively market USA Contact to ensure that Federal agencies are aware of its capabilities.
3. **Promoting cross-government collaboration.**—OCS works closely with other governments to create a seamless, self-service government by identifying and facilitating knowledge-sharing and collaboration opportunities. OCS leverages its collaborative networks of Federal, state and local government officials to ensure that the Federal government uses the most effective solutions for the citizen engagement. OCS also maintains an international network of national CIOs from five English-speaking countries who share experiences and seek advice from their counterparts.
4. **Providing infrastructure and technology management.**—OCS uses innovative technologies to deliver government information to the public. OCS responds to the public needs for new ways to access government information. OCS manages the technical infrastructure and applications for USA.gov, GobiernoUSA.gov and webcontent.gov to ensure that they operate in a safe, secure, scalable and reliable manner.

U.S. General Services Administration

ACQUISITION SERVICES FUND

Fiscal Year 2011 Budget Request

CONTENTS

Program Financing	2
Explanation of Changes	4
Obligations by Object Classification	5
Results of Operations by Program	6
Federal Acquisition Service	8
Integrated Technology Services Portfolio.....	12
Assisted Acquisition Services Portfolio	15
General Supplies and Services Portfolio.....	16
Travel, Motor Vehicle and Card Services.....	18

Program Financing

The Acquisition Services Fund (ASF) is a full cost recovery revolving fund that finances operations of the Federal Acquisition Service (FAS) organization. The ASF provides for the acquisition of information technology solutions, telecommunications, motor vehicles, supplies and a wide range of goods and services for Federal agencies. This Fund recovers all costs through fees charged to Federal agencies for services rendered and commodities provided.

The ASF is authorized by section 321 of title 40, United States Code, which requires the Administrator to establish rates to be charged to agencies receiving services that: (1) fully recover costs and (2) provide for the long-term capital requirements of the ASF. The ASF is authorized to retain earnings to cover the cost of replacing fleet vehicles (Replacement Cost Pricing), maintaining supply inventories adequate for customer needs, and funding investments specified by the Cost and Capital Plan. Any additional earnings in excess of expenses must be returned to Treasury as miscellaneous receipts.

The ASF is organized around four major business portfolios that deliver total solutions to customer agencies:

Integrated Technology Services (ITS).—The ITS Portfolio provides customer agencies with information technology and telecommunications products and services.

Operations within this portfolio include IT Schedule 70 and Government-wide Acquisition Contracts (GWACs) for information technology and telecommunications. ITS operations aggregate and leverage the Federal Government's buying power to obtain a wide range of information technology and telecommunications products and services at significant savings for customer agencies.

Assisted Acquisition Services (AAS).—The AAS Portfolio focuses on service delivery and assisting customers in making informed procurement decisions and serving as a center of excellence for the Federal community. AAS complements the programs of the

Integrated Technology Services portfolio by providing acquisition, technical, and project management services that assist agencies in acquiring and deploying information technology and professional services solutions at the best value for taxpayer dollars.

General Supplies and Services (GSS).—The GSS Portfolio provides customer agencies a wide range of general products such as furniture, office supplies, and hardware products. GSS centralizes acquisitions on behalf of the Federal Government in order to strategically procure requirements and reduce cost to the government, while ensuring regulatory compliance for customer procurements. This portfolio also provides personal property disposal services to customer agencies.

Travel, Motor Vehicle and Card Services (TMVCS).—The TMVCS Portfolio provides customer agencies with a broad scope of services that include travel and relocation services, freight management, motor vehicle acquisition, fleet management, and charge card services. TMVCS operations also aggregate and leverage the Federal Government's buying power to obtain a wide range of products and services at significant savings for customer agencies.

Explanation of Changes

(Dollars in Thousands)

	<u>FTE</u>	<u>Obligations</u>
2010 Current.....	3,800.0	\$ 11,049,136
2011 Budget.....	3,922.0	\$ 11,281,478
Net Change.....	<u>122.0</u>	<u>\$ 232,342</u>
	<u>FTE</u>	<u>Obligations</u>
Maintaining Current Levels:		
Annual Pay Increase (1.4%)		\$ 14,532
Inflation on Goods and Services (0.5%)		34,295
Subtotal, Maintaining Current Levels.....		<u>\$ 48,827</u>
 Program Increases:		
Business Volume Adjustments		\$ 128,264
Change in Capital Acquisitions		31,197
Succession Planning and New Programs	122.0	24,054
Subtotal, Program Increases.....	<u>122.0</u>	<u>\$ 183,515</u>
 Net Change.....	<u>122.0</u>	<u>\$ 232,342</u>

The FY 2010 operating plan projects a relatively stable operating environment: Projected increases in revenues are off-set by reductions to non-recur one-time increases in FY 2009 for Recovery Act business volume. Operating expenses increase in FY 2010, as FAS continues its five-year plan for investments in IT infrastructure and human capital. The FY 2011 budget estimate anticipates modest increases in business volumes and operating costs, with an increase in FTE of about three percent.

FY 2010 and FY 2011 financial results for the ASF are projected to generate moderate excess revenues: Operating results before reserves are expected to equal approximately one percent of total, annual revenues. This excess revenue is needed to provide the capital required to make investments to support future business operations.

The ASF rate structure will remain stable in FY 2010 and FY 2011: FAS will maintain current rates with the exception of labor rates, which will increase with inflation. As investments in FAS IT infrastructure and its workforce come on-line, FAS anticipates lowering rates in some programs. The benefits of FAS' five-year investment plan will be passed directly to customers as savings through reduced rates and fees.

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
11.1 Full-time, permanent.....	\$ 304,058	\$ 337,461	\$ 363,802
11.3 Other than full-time permanent.....	1,002	1,214	1,327
11.5 Other personnel compensation.....	12,145	13,711	14,988
12.1 Civilian personnel benefits.....	78,059	91,200	97,131
21.0 Travel and transportation of persons..	13,012	15,620	17,142
22.0 Transportation of things.....	50,030	60,578	61,789
23.1 Rental payments to GSA.....	55,005	51,201	52,052
23.3 Communications and utilities.....	19,046	18,096	18,662
Subtotal, Rent, comm. & utilities.....	\$ 74,051	\$ 69,297	\$ 70,714
24.0 Printing and reproduction.....	1,901	5,245	5,458
25.2 Other services.....	5,841,550	5,602,719	5,718,043
25.3 Goods & services from Gov't accts....	223,010	205,552	209,663
Subtotal, Contractual services.....	\$ 6,064,560	\$ 5,808,271	\$ 5,927,706
26.0 Supplies and materials.....	3,372,020	3,816,239	3,859,924
31.0 Equipment.....	769,008	830,300	861,497
99.0 Total obligations.....	\$10,739,846	\$11,049,136	\$11,281,478
Subtotal, PC&B.....	395,264	443,586	477,248
Subtotal, Non-labor.....	10,344,582	10,605,550	10,804,230

Results of Operations by Program

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
1. Integrated Technology Services (ITS)			
Revenue	\$ 1,463,912	\$ 1,398,769	\$ 1,430,316
Acquisition Training Fund	(6,930)	(7,191)	(7,428)
Cost of Goods Sold	1,135,081	1,073,128	1,098,807
Gross Margin	321,901	318,450	324,082
Total Cost of Operations	233,962	271,661	277,937
Operating Results Before Reserves	87,939	46,789	46,144
Reserve Expenses ¹	18,274	45,331	33,234
Extraordinary Adjustment	5,242	0	0
Net Operating Results	\$ 64,422	\$ 1,458	\$ 12,910
2. Assisted Acquisition Services (AAS)			
Revenue	\$ 3,808,390	\$ 4,048,953	\$ 4,138,883
Acquisition Training Fund	0	0	0
Cost of Goods Sold	3,688,785	3,914,037	4,000,837
Gross Margin	119,605	134,916	138,046
Total Cost of Operations	113,625	132,989	136,093
Operating Results Before Reserves	5,980	1,927	1,953
Reserve Expenses ²	484	1,906	0
Net Operating Results	\$ 5,496	\$ 21	\$ 1,953
3. General Supplies and Services (GSS)			
Revenue	\$ 1,651,961	\$ 1,742,555	\$ 1,760,467
Acquisition Training Fund	(7,708)	(8,231)	(8,573)
Cost of Goods Sold	1,123,418	1,181,531	1,214,298
Gross Margin	520,834	552,793	537,597
Total Cost of Operations	448,621	521,783	533,543
Operating Results Before Reserves	72,212	31,011	4,054
Reserve Expenses ²	0	8,465	14,729
Extraordinary Adjustment	3,185	0	0
Net Operating Results	\$ 69,027	\$ 22,545	(\$ 10,675)

Notes:

¹ ITS reserves primarily cover the cost of customers' transition to the Networx program; all reserve expenses are covered from retained earnings from prior years.

² FY 2009 reserve expenses for all portfolios include contingency funding for changes to service providers for FAS IT support, and are covered by retained earnings.

³ TMVCS Portfolio Revenue and Cost of Goods Sold include \$710.5 million, \$800.3 million, and \$831.5 million in intra-GSA sales of vehicles that GSA Fleet plans to purchase from GSA Automotive in FY 2009, FY 2010, and FY 2011, respectively.

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
4. Travel, Motor Vehicle and Card Services (TMVCS)			
Revenue ^{3,4}	\$ 2,963,246	\$ 2,664,321	\$ 2,667,650
Acquisition Training Fund	(1,027)	(1,039)	(526)
Cost of Goods Sold ³	1,738,215	1,375,287	1,404,190
Gross Margin	1,224,003	1,287,995	1,262,934
Total Cost of Operations	1,076,361	1,223,365	1,174,826
Operating Results Before Reserves	147,642	64,630	88,109
Reserve Expenses ^{2,5}	77,984	64,882	73,121
Extraordinary Adjustment	(545)	0	0
Net Operating Results	\$ 70,203	(\$ 253)	\$ 14,988
5. Integrated Acquisition Environment (IAE)⁶			
Revenue	39,652	66,473	66,473
Total Cost of Operations	39,652	66,473	66,473
Net Operating Results	\$ 0	\$ 0	\$ 0
6. Total ASF			
Revenue	\$ 9,927,160	\$ 9,921,070	\$ 10,063,789
Acquisition Training Fund	(15,666)	(16,461)	(16,526)
Cost of Goods Sold	7,685,499	7,543,982	7,718,131
Gross Margin	2,225,995	2,360,627	2,329,131
Total Cost of Operations	1,912,222	2,216,271	2,188,871
Operating Results Before Reserves	313,773	144,356	140,260
Reserve Expenses	96,743	120,585	121,084
Extraordinary Adjustment	7,883	0	0
Net Operating Results	\$ 209,148	\$ 23,771	\$ 19,176
<i>Net Outlays</i>	(\$ 251,049)	\$ 0	\$ 0
Full-Time Equivalents (FTE)	3,485	3,800	3,922

⁴ TMVCS Portfolio Revenue and Cost of Goods Sold include \$300M and \$297M respectively in FY 2009 as a result of Recovery Act procurements of energy-efficient motor vehicles.

⁵ TMVCS reserve expenses represent Replacement Cost Pricing (RCP), which is a component of current year fees and is used to cover the cost of inflation on vehicles purchased by GSA Fleet.

⁶ The IAE program is funded through the ASF but is managed and operated by the GSA Office of Governmentwide Policy.

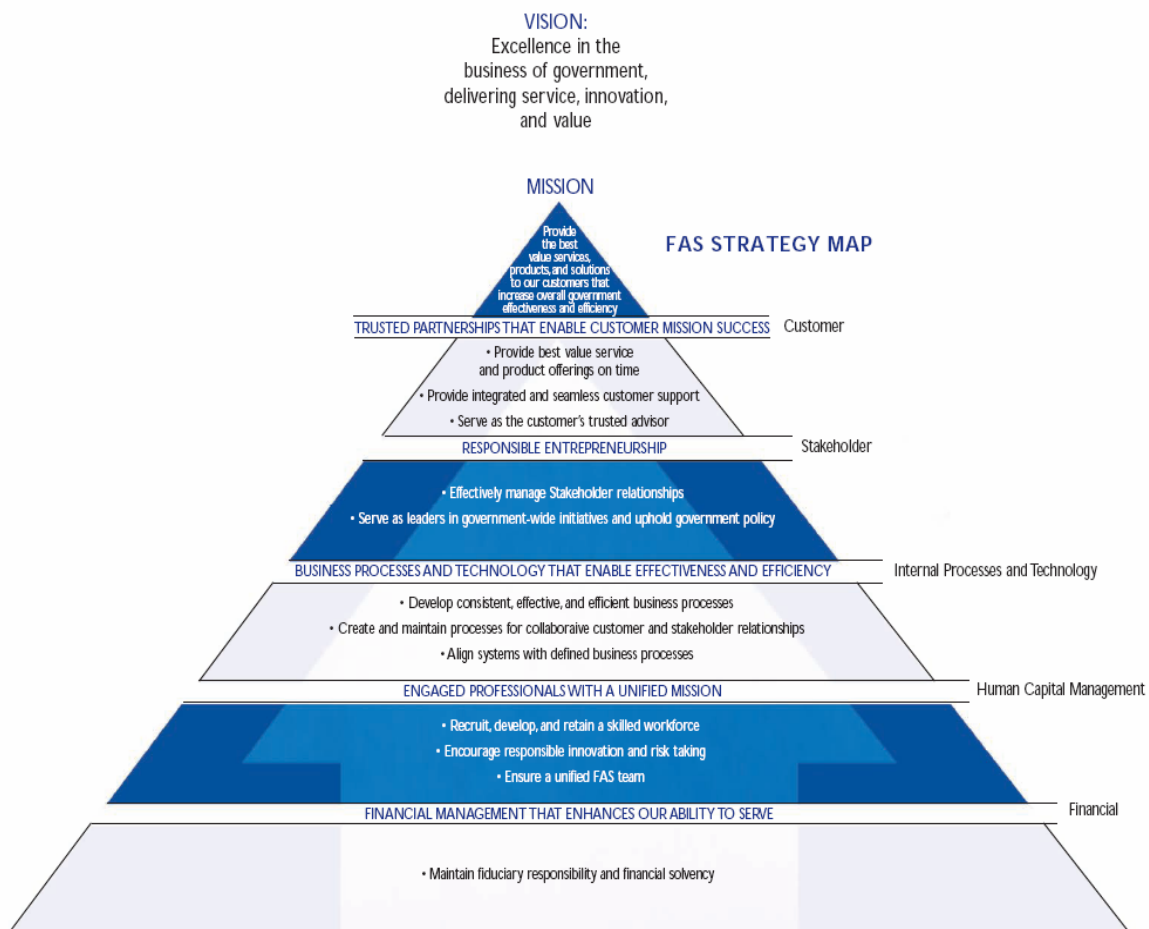
Federal Acquisition Service

The mission of the Federal Acquisition Service's (FAS) reflects the organization's commitment to delivering service, innovation, and value through efficient operations, market expertise, and intimate relationships with customer Federal agencies:

"Provide the best value services, products, and solutions to our customers that increase overall government effectiveness and efficiency."

In FY 2010, GSA established three new strategic goals: Customer Intimacy, Operational Excellence, and Innovation. FAS is currently developing new organizational goals to align with and support GSA's strategic goals. Until those objectives are finalized, FAS will continue to operate under its current strategic framework, including its five "perspectives": Customer, Stakeholder, Internal Processes and Technology, Human Capital Management, and Financial.

FY 2011 Budget and Strategy Map



The strategy map is a simple hierarchy which serves as a guide for decision making. Everything FAS does is focused on achieving the mission. Financial strength is the foundation

required to make the necessary investments in people, process, and technology. These investments are necessary to meet the requirements of stakeholders and the needs of our customers.

The **Financial Perspective** reflects the fundamental relationship between the financial health of the ASF and the success of FAS. The ASF finances FAS operations through fees for goods and services with no additional support from appropriations. FAS is not a mandatory source of supply for most of the products and services it offers: FAS rates and fees must be competitive, or customers will choose other suppliers. Financial forecasting, managing investments, and cash management all ensure that FAS rates are competitive, fully recover costs, and fully cover necessary expenses of the Fund.

- **Financial forecasting.**—In order to generate sufficient revenue, FAS must forecast demand for goods and services as well as the costs that will be incurred to fill orders in current and subsequent fiscal years. Forecasting sales volumes and projecting costs are key to setting rates to fully recover operating cost.
- **Sound investments.**—Following three years of cost cutting and a hiring freeze, FAS has successfully restored the financial health of the ASF, and is now investing in the future. In FY 2010, FAS will continue upgrading aging infrastructure to meet the future needs of customers, and mitigate significant risks associated with its 35-year-old system infrastructure. FAS prepares an annual Cost and Capital Plan to plan for major investments and ensure they offer appropriate return on investment. The benefits of FAS' investment plan will be passed directly to customers as savings through reduced rates and fees.
- **Cash management.**—FAS must maintain a working cash balance of six to nine percent of total revenue, or \$660 to \$990 million, within the ASF in order to maintain a positive cash balance throughout the monthly billing cycle. This amount of cash is required to cover timing differences between when FAS recognizes accounts payable (when the ASF incurs costs to acquire goods and services for customers) and accounts receivable (when customers reimburse the ASF for goods and services acquired). For example, the TMVCS portfolio purchases approximately \$1 billion in new automobiles each year. TMVCS typically orders vehicles from manufacturers over just a few months, but deliveries occur throughout the year; as a result, cash may be drawn into a negative position in a given month. This cash is quickly replaced as customers reimburse FAS for the vehicles, but FAS requires working cash to cover the lag. As a point of reference, \$10 billion dollars in revenue per year equates to about \$833 million of outlays per month. This is roughly the center point of the current policy and considered reasonable for normal operations and minor contingencies. FAS must also maintain adequate cash reserves for service transitions such as the on-going Networx transition.

The **Human Capital Perspective** reinforces FAS' commitment to its most important resource, its people. FAS must aggressively invest in its workforce in FY 2010 and FY 2011, in order to recover from a nearly three year hiring freeze, provide for succession planning, and ensure the necessary mix of skilled employees.

- **Re-building the workforce.**—In FY 2007 and FY 2008, one of the cost cutting strategies employed by FAS was the use of a hiring freeze. FTE funded by the ASF were been reduced from 4,384 FTE in FY 2005 to the current level of 3,851 FTE for FY 2010. This

hiring freeze was undertaken primarily to address the losses in AAS, but it affected the entire organization. Although the resulting financial improvement is positive, it has taken a toll on the overall workforce and leaves FAS ill prepared to address the needs of new business requirements and succession planning.

- *Succession planning.*—By the end of FY 2008, approximately 22 percent of FAS employees were eligible to retire, soaring to almost 41 percent by the end of FY 2013. The average age of FAS employees is 49 years old, and 54 percent are over 50 years old. Within the mission-critical 1102 series, 42 percent are over 50 years old. Many FAS employees have spent the greater part or even all of their careers with GSA and possess a great wealth of tacit and explicit knowledge, skills, and competencies. These employees possess a great wealth of knowledge, skills, and competencies. This valuable institutional knowledge can be preserved with proper succession planning.
- *Changing skills mix.*—FAS has multiple business transformations underway and planned over the next five years. For example, GSS plans a change in business models from stocking certain items in a distribution center for customer delivery, to having vendors directly deliver products to customers. ITS will transform the local telecom program from GSA-owned PBX switches to a managed service with new infrastructure, such as a Voice over IP or broad band telephone. In each case, business model changes will reduce FTE requirements, but will change the skills required of the FTE that remain.

In all cases, changes to FTE levels will be tied directly to the financial performance of FAS and the ability of individual operations to fund and sustain the additional costs associated with new hires that are requested.

The ***Internal Processes and Technology Perspective*** links FAS information technology investments to operational efficiencies that improve customer service and deliver cost savings over time. Short term investments in information technology tools such as business intelligence will improve FAS' ability to understand customer buying patterns and improve the business portfolio's ability to help customers make better procurement decisions.

- *FAS acquisition systems investments.*—Investments in legacy systems are a significant portion of the capital outlays planned for the next five years. Specifically investments will be made to replace FSS-19 which is an acquisition management system that interfaces directly with Department of Defense (DoD) systems. This investment is required to mitigate the risks associated with the old technology. In addition, DoD is in the process of upgrading its systems and FAS must keep pace in order to continue serving DoD. Without this investments, GSS would lose substantial revenue from its largest customer jeopardizing its financial health, and the financial health of FAS as a whole. Existing rates will be adequate to generate the capital required for this investment.
- *Investing in new technology solutions for customers.*—Another significant transformation is taking place within ITS Regional Telecommunication operations. In the past, FAS would invest in PBX phone switches and lease lines to customers similar to the way a commercial telecommunications company operates. As new technology including voice over internet protocol and broadband telephone become more popular and cost effective, ITS needs to take advantage of opportunities to provide new technology to its customers. In order to transition to new technology, funds will be invested in customer infrastructure that will allow

upgrades that take advantage of the new more cost effective means of telecommunications and keep pace with the market.

- *Investments in process improvements.*—FAS is also investing in Lean Six Sigma and will realize efficiency gains from this initiative in FY 2011 and beyond. FAS is developing process maps and improvements using the Lean Six Sigma method. The results of these efforts routinely produce improvement of as much as 25 percent. In addition, the process maps can be used as requirements for systems development efforts. Common processes can be implemented technologically using service oriented architecture.

Overall, FAS is making the necessary investments in process and technology to continue adding value for its customers for years to come.

The **Stakeholder Perspective** recognizes FAS' role in support Administration policy, satisfying statutory requirements, and delivering value to taxpayers.

- *Delivering on policy and statutory requirements.*—FAS takes a proactive approach to addressing these requirements. For example, FAS developed e-Buy an on-line tool to facilitate competition and fair opportunity prior to the law being passed by Congress that put these requirements in law. In addition, FAS works with the GSA Office of the Inspector General to conduct pre-award audits of the Multiple Award Schedule contracts to make sure customers get fair and reasonable prices. Finally, FAS works directly with OMB to routinely review the efficiency and effectiveness of FAS programs. In all cases, FAS invests the funds necessary to meet the requirements of its stakeholders, which ultimately improves the service delivery to customers and benefits provided to the American taxpayer.
- *Strategic sourcing.*—FAS promotes strategic sourcing across the government and is uniquely equipped to utilize customer information from all Federal agencies to make informed procurement decisions. In fact, FAS is the strategic source for many of the markets it serves. For example, automotive purchases, telecommunication and network services, credit card programs, and airline contracts represent existing areas where FAS leverages the consolidated buying power of the Federal Government to deliver best value solutions. FAS also participates in the government-wide Federal Strategic Sourcing Initiative (FSSI) and has established an FSSI Program Management Office to continue its government-wide leadership of strategic sourcing. This office will continue working as part of the government-wide FSSI team, and will provide areas of interest to the FAS portfolios to develop additional strategic sourcing arrangements for the entire Federal Government.
- *Efficient and effective acquisition solutions.*—FAS continues to add value by offering customers greater choices of best value acquisition services. GSA's customer base is a complex market that seeks different value propositions. The FAS business model ensures the appropriate mix of expertise based on customers' needs. As a central source of acquisition, FAS can also provide acquisition tools and resources that would be cost prohibitive and duplicative if developed by each individual agency. A good example is e-Buy which provides an efficient way for customers to compete task orders. As part of the fee paid, customers have access to an efficient procurement tool that promotes competition, thus ensuring best value is achieved. The combination of choice and a variable fee structure allows customers to obtain the level of service appropriate for their needs.

The **Customer Perspective** is the pinnacle of the strategy map. Increasing FAS value to customers and contributing to their mission accomplishment is the ultimate fulfillment of the FAS mission.

- *Consolidating common requirements to deliver lower unit costs and better value.*—FAS leverages the buying power of the government to deliver best value in a variety of products and services, including: telecommunications services, motor vehicle acquisitions and fleet services, travel management systems, and purchase cards. For example, when customers lease vehicles from FAS instead of using commercial leases, they regularly save in excess of 20 percent. In addition, customers who operate their own fleets can consolidate their vehicles into the FAS fleet. This provides customer savings and improves the quality of the overall Federal fleet. In addition, FAS invests significantly in alternative fuel vehicles. Of the existing 210,000 vehicles in the FAS fleet, more than 87,000 are alternative fuel vehicles. To continue consolidating customer commercial leases, customer fleets, and grow the number of alternative fuel vehicles, FAS requires cash to make the initial outlay. This cash comes from the retained earnings or prior year excess revenue of the ASF.

Integrated Technology Services Portfolio

The Integrated Technology Services (ITS) Portfolio provides customer agencies with a full range of information technology and telecommunication goods and services. ITS programs aggregate requirements and leverage the Federal government's buying power to obtain a full range of end-to-end IT and telecommunications products and services. Operations within this portfolio include

- *Network Services:* This program delivers local telecommunications services, national and international wire line, wireless, and satellite communications services to 132 Federal agencies and commissions at locations around the world.
- *Regional Telecommunications:* This program provides local telecommunications services to Federal agencies through GSA-owned switches. FAS is currently planning for a significant transformation to a common, managed-service infrastructure such as voice over IP or broad band.
- *Multiple Award Schedules for IT (Schedule 70):* IT Schedule 70 provides direct access to vendor goods and services through contracts established by GSA.
- *GSA Government-Wide Acquisition Contracts (GWACs):* GWACs provide specialty and solution-based government-wide contracts which provide a wide range of IT solutions. GSA has been granted Executive Agent authority by the Office of Management and Budget (OMB) to establish these contracts for use by customer agencies.

In FY 2010 and FY2011, ITS will focus on expanding its market share by continuing the transition to two new contracts: Networkx (telecommunications) and Alliant (IT solutions). ITS will increase the use of IT Schedule 70 by revising the solicitation to include more IT products and services that are new to the market place. ITS will continue to assist customer agencies in meeting their acquisition needs, ranging from meeting socioeconomic goals to the timely procurement of mission critical technology, services, and solutions.

ITS Value Proposition: ITS strategies are designed to fulfill the portfolio's value proposition:

- a. Consistently deliver high-quality IT products, systems, services and acquisition support to customers when, where, and how they need them.
- b. Reduce potentially duplicative customer acquisition efforts, allowing customers to focus their resources on their core missions.
- c. Provide customers with products and services at better prices than they could obtain individually.
- d. Provide access to the most current commercial IT products and services through customer awareness, industry knowledge, and sound contracting practices.
- e. Sustain government access to the IT market by offering complementary product channels.

ITS Strategies

1. Continue the transition to Networkx.

ITS established the Networkx contract to provide more competitive prices and higher-quality services, and to allow customer agencies to obtain a broader range of services from multiple carriers. ITS structured the Networkx contract to include aggressive price goals, increase the utilization of small businesses, and increase the use of performance-based contracts. Networkx delivers nearly 50 services that span voice, video and data applications. Networkx adds nine Internet Protocol (IP)-based offerings along with optical, professional, and wireless services. The transition from legacy contracts to Networkx will continue in FY 2010 and into FY 2011.

2. Continue the transition to Alliant.

GSA announced the award of the new Alliant contract on March 27, 2009 to provide customers with greater flexibility in procuring IT products and services. ITS structured the Alliant contract around a flexible definition of "information technology" that will keep up with changing trends in the industry and allow customers to access the most current IT solutions, keeping pace with changes in the marketplace. ITS has aligned Alliant offerings with the Federal Enterprise Architecture (FEA) to create interoperable government-wide solutions, and uses strategic sourcing, performance-based contracting, and earned value management to ensure best value.

3. Ensure regulatory compliance.

FAS is committed to ensuring that agencies' use of GSA and other contracting vehicles is in full compliance with regulations, policies, procedures, and best practices. ITS meets this commitment by: 1) ensuring compliance with Federal contracting regulations; 2) making contracting policies and procedures clear and explicit; 3) maximizing competition for all contracts and task orders; 4) improving transparency relating to how GSA contract vehicles and services are used; and 5) ensuring that taxpayers get the best value for their tax dollar whenever GSA's contract vehicles or services are used.

4. Maintain government-wide initiatives and projects.

ITS manages three key government-wide initiatives that support all Federal agencies and their procurement and management of IT acquisitions and management of IT requirements.

- *SmartBUY*: Software Managed and Acquired on the Right Terms (SmartBUY) supports effective enterprise level software management through the aggregate buying of commercial software to achieve bulk savings. The SmartBUY initiative includes commercial off-the-shelf (COTS) software acquired using license agreements with terms and prices that vary based on volume. The SmartBUY initiative includes the following types of software licenses: Office Automation, Network Management, Antivirus, Database, Business Modeling Tools, and Open Source Software support.
- *Electronic Authentication*: GSA was designated as the lead agency for e-Authentication technologies. The e-Authentication initiative was established to allow the Federal government to verify the identity of all entities when accessing a Web-based government service/system. The e-Authentication Executive Steering Committee (ESC) – composed of representatives of all 24 CFO Act agencies – recently determined to shut down the operational portion of the e-authentication initiative and merge its functionality into GSA's existing IT Schedule 70 contracts. This will allow agencies to purchase needed policy-compliant services directly from vendors. The successful execution of this initiative will provide taxpayers with a simple, convenient, and secure means to interact with their government.
- *Homeland Security Presidential Directive 12 (HSPD-12)*: HSPD-12, mandates a government-wide standard for secure and reliable forms of identification for all employees and contractors of Federal agencies. GSA is the managing partner (Managed Services Office – MSO) responsible for creating the HSPD-12 Managed Services Offering, known as USAccess. This office awarded a contract in April 2007 to support Federal agencies interested in buying credentialing services. The services offered through this new contract offer a more robust set of choices at lower prices. Currently, 71 government entities participate.

The FY 2010 budget includes funding for contract support for security compliance, continuing operations, and significant system enhancements. This includes implementing Lite Activation and Enrollment solutions, and improved reporting. Nationwide, there are 270 sites with more than 290 enrollment stations; regular additions and relocations will continue. Contractor support to man these stations is starting to decrease as agencies now only need part-time resources in many locations: This shift will continue through FY 2011.

Assisted Acquisition Services Portfolio

The Assisted Acquisition Services (AAS) portfolio provides expert acquisition, project management, and financial management support services on a fee-for-service basis to assist customers in acquiring both professional services and information technology (IT) solutions at locations worldwide.

In FY 2008, GSA realigned 260 FTE to other parts of FAS and GSA. The resulting cost reductions and a nationally-consistent pricing policy have helped AAS reach a break-even financial projection in FY 2009, FY 2010, and FY 2011. Business volumes appear to be stabilizing, and AAS is exploring new ways to provide services. The FY 2010 operating plan and FY 2011 budget anticipates relatively constant business volumes and operating costs while FAS continues to focus on improvements to the AAS business model.

AAS Value Proposition: AAS strategies are designed to fulfill the portfolio value proposition:

- a. Achieve client success on projects through excellence in acquisition, project management and financial management.
- b. Perform efficient and effective acquisitions to attain best value for taxpayer dollars.
- c. Help FAS deliver a consistently excellent acquisition experience for customers and industry partners across all regions and the national program.

AAS Strategies

1. Increase market share by improving services, providing balanced prices, and providing alternative service delivery models.

Regional partnerships, where regions share best practices and resources, have led to service improvements. In FY 2007, FAS implemented a nationwide pricing policy for AAS which better aligns fees with resource requirements. The new fee structure is increasing the financial performance of AAS. AAS is also piloting an acquisition consulting model using hourly rates in response to customer requests for additional service delivery/pricing models. The hourly approach offers a more customized or “a la carte” approach to delivering acquisition service. AAS will continue focusing on efficiency and effectiveness while aligning resources to customer requirements in FY 2010 and FY 2011.

2. Continue to lead government-wide efforts in strategic sourcing.

AAS is co-leading the Federal Strategic Sourcing Initiative (FSSI) with the Department of Treasury. During late FY 2008 and early FY 2009, the FSSI PMO drafted a concept of operations for initiating, evaluating and managing FSSI initiatives. FAS must be positioned to support the activities along the entire acquisition value chain and expanding the focus of acquisitions to “best value”, of which “best price” is only one component. AAS will also continue to work with customers to facilitate green purchasing in accordance with Executive Order 13423 and support the American Recovery and Reinvestment Act by providing quality and timely acquisition services for IT infrastructure and modernization.

General Supplies and Services Portfolio

The General Supplies and Services (GSS) Portfolio provides customer agencies with a wide range of general products and services including furniture, office supplies and hardware products. This portfolio also provides personal property disposal and non-IT professional services to customer agencies.

- *Supply Operations (Global Supply)*: This program provides access to competitively priced products and global supply chain services, including contracting, order processing, warehousing, distribution and transportation. These activities are supported through GSA maintained distribution facilities as well as through direct vendor distribution channels.
- *Acquisition Operations*: This program provides direct access to certain vendors' goods and services through Multiple-Award Schedules contracts established by GSA. Acquisition Operations manages all GSA schedules except for IT, automotive, and travel and transportation.
- *Personal Property Management*: This program specializes in property reutilization and sales. Property no longer needed by one Federal agency may fill a need in another agency, thereby avoiding new procurements. If no other Federal agency needs this property, the Federal government may donate it through state agencies for surplus property to approved public or non-profit organizations. Personal property items that are not claimed through the utilization and donation process are sold to the public.

GSS strives to be fully integrated with customer supply-chains, which includes geographic co-location and inter-operable acquisition systems and business processes. In FY 2010 and FY 2011, GSS will need to enhance its primary business system, FSS-19, to maintain functioning interfaces after the Department of Defense (DoD), GSS' largest customer, upgrades its acquisition system. GSS will continue to serve as a key partner and resource for the response of the Federal government to natural disasters, such as wild fires and floods. Global Supply will continue to review its business model and increase automation in order to capture new operating efficiencies.

GSS Value Proposition: GSS strategies are designed to fulfill the portfolio value proposition:

- a. Provide transparent and accountable support for the Recovery Act.
- b. Provide supplies and services to support agencies' mission critical requirements, around-the-clock fire/disaster, Federal Emergency Management Agency (FEMA) emergency response, and rapid deployment to support the military.
- c. Maintain integration of GSS logistics and requisition systems with customers systems.
- d. Assist customers in meeting their socioeconomic program goals.
- e. Support government-wide strategic sourcing by utilizing volume purchasing to reduce cost of goods and provide best value to agency customers.

- f. Provide expert assistance in acquisition and assist customers in ensuring compliance with Federal Acquisition Regulations (FAR).
- g. Generate savings through efficient use of government assets and maximize proceeds received from the sale of excess personal property.

GSS Strategies

1. Foster a stronger working relationship with the Department of Defense (DoD).

GSS will continue to adapt Global Supply programs to DoD needs. As DoD has transformed its acquisition, procurement and logistics systems, GSS has established formal partnerships with the Defense Logistics Agency (DLA) to support integration of GSA business processes and to ensure alignment of program strategies and actions.

2. Continue to build strategic relationships with other customers, including the Department of Homeland Security (DHS).

GSS' position as a strategic source ensures timely delivery of products to customers, supporting the protection of lives as well as physical assets. GSS will continue to build strategic relationships with customer agencies such as the Federal Emergency Management Agency (FEMA) to ensure prompt delivery of time-critical goods and services.

3. Focus on business process improvement and to continue an on-going business model review.

As part of the transition to a new business model, GSS is reviewing the mix of items stocked in distribution facilities relative to those that can be provided directly from the vendor. This will reduce operating costs and investments in fixed assets to warehouse and ship goods to customers. Process improvements like these will increase operating efficiency and assist FAS in providing best value solutions to the Federal community.

4. Assume responsibility for the electronic Federal Asset Sales (e-FAS) e-Gov Program.

GSS has already successfully deployed GSA Auctions®, which significantly reduces the cost of personal property disposal by eliminating costs of printing, mailing, advertising, and travel. GSA Auctions® has also enabled GSS to realize cost savings by consolidating sales functions. In FY 2010, FAS will work with the GSA Office of Governmentwide Policy to transition the operational components of the e-FAS program to FAS.

Travel, Motor Vehicle and Card Services

The Travel, Motor Vehicle and Card Services (TMVCS) Portfolio provides customer agencies with a broad scope of services that include travel and relocation services, freight management, motor vehicle acquisition, fleet management and charge card services. Although these programs are unique, they all operate as national programs, conducting highly government-wide leveraged buys.

- The Motor Vehicle program provides two distinct services to the Federal government. *GSA Automotive (Vehicle Acquisition)* manages vehicle acquisition for all Federal agencies. *GSA Fleet (Vehicle Leasing)* leases non-tactical vehicles to Federal agencies with a comprehensive program that handles vehicle acquisition, maintenance and repairs, accident management, fuel expenses and resale of used vehicles.
- *Travel and Transportation*: These programs provide a variety of services. Travel services provided include: access to commercial travel agency and travel consulting services, negotiated airline contracts, travel card services, lodging and employee relocation services. This business line manages the electronic Travel Service (ETS), for promoting electronic government. Transportation services provided include: express package delivery, freight services and household goods moves to support the relocation of government employees.
- *GSA SmartPay®*: This program is the world's largest government charge card program. GSA currently provides 350 entities with commercial charge card procurement and payment solutions.

TMVCS provides value to customers by consolidating acquisitions to obtain volume discounts and providing total management services that reduce administrative costs and allow for strategic sourcing. Savings are also generated through the economies of scale generated by the GSA Fleet program. The Travel Services Solutions Multiple Award Schedule provides flexible, streamlined acquisition tools to meet agency travel needs, obtain quality services at the best value, reduce acquisition time and cost, meet regulatory requirements, and achieve socio-economic goals.

TMVCS Value Proposition: TMVCS strategies are designed to fulfill the portfolio value proposition:

- a. Provide transparent and accountable support for the Recovery Act.
- b. Support agency best management practices and accountability.
- c. Reduce government management, capital expenditure and operating costs.
- d. Leverage the government's purchasing power and deliver best value goods and services at the best price.
- e. Deliver fast and easy-to-use services through streamlined processes and provide superior customer service.

- f. Use customer and internal information to manage processes and programs to support continuous improvement.
- g. Support government environmental policies by replacing vehicles with more fuel efficient vehicles in support of Recovery Act, and reducing overall vehicle emissions.

TMVCS Strategies:

1. Improve energy efficiency of the Federal motor vehicles fleet.

TMVCS will continue to balance energy efficiency goals with expedited procurement in support of the Recovery Act while complying with procurement regulations. In FY 2009, TMVCS ordered 17,205 motor vehicles, to replace less efficient motor vehicles in the Federal fleet on a one-for-one basis. TMVCS is collecting the old, replaced vehicles, selling them at auction, and retaining the proceeds of sale, to acquire additional energy-efficient motor vehicles in FY 2010.

2. Improve energy efficiency in the GSA motor vehicle fleet.

TMVCS has a critical role in supporting the energy efficiency Administration's goals, by acquiring fuel-efficient and alternative-fuel vehicles (AFVs). It is difficult for individual agencies to meet these environmental requirements because AFVs are more expensive than conventional vehicles and the infrastructure to support these vehicles is not in place throughout the country. TMVCS assists the government in meeting AFV requirements by leveraging acquisitions of AFVs to obtain lower unit costs, and by using the GSA Fleet pricing model, which allows for financing the cost of vehicle acquisition over the life of the lease. GSA Fleet concentrates the placement of AFVs in six major markets to encourage the development of the infrastructure to support these vehicles in the private sector, through services stations as well as resale markets. In FY 2009, the GSA Fleet inventory consisted of more than 87,000 AFVs.

3. Expand agency adoption of the e-Gov Travel System (eTS).

TMVCS will continue to focus on achieving the full deployment of the e-Gov Travel System (eTS). eTS gives Federal travelers the ability to manage their travel through a common, web-based system that integrates all aspects of individual travel: travel planning and cost estimating, travel authorization, reservations, fulfillment services, vouchering, reimbursement and reporting. eTS allows Federal travelers and travel managers to operate more efficiently by eliminating manual processes, improving the accuracy of information, and simplifying approval procedures. Government travel budgeting, financing and accounting activities will be more consistent and accurate when agencies fully implement eTS.

4. Invest in business systems.

TMVCS programs will focus on improving the Transportation Management Services Solution (TMSS) and Autochoice in FY 2010 and FY 2011.

- TMSS is a web-based, end-to-end system to handle all customers' transportation management needs. While TMSS has proved to be a valuable tool, TMVCS is looking into more cost-effective ways to provide these services. The program has identified commercial services that can provide the next generation of data consolidation and aggregation for better business management and transparency. TMVCS is carefully evaluating how to best provide these valuable services to customers.
- TMVCS acquires new motor vehicles primarily through AutoChoice, an on-line ordering module that allows customers to choose and compare vehicle models and contract prices. Enhancements to the system will increase the benefits to customers and will be integral to future program success.

5. Focus on customer service in the SmartPay® program.

TMVCS will concentrate on managing charge card transaction data to assist customer agencies in reporting and reducing fraud, waste and abuse of charge cards. TMVCS also will train customer agencies to ensure that card usage is consistent with the most recent policies and guidance. Approximately 98 million transactions valued at \$26 billion flow through the with SmartPay® program annually.

U.S. General Services Administration

WORKING CAPITAL FUND

Fiscal Year 2011 Budget Request

CONTENTS

Program Financing	2
Amounts Available for Obligation.....	3
Explanation of Changes.....	4
Obligations by Object Classification.....	6
Working Capital Fund Business Lines	7
Working Capital Fund Staff Offices.....	8
Chief Financial Officer	8
Chief Human Capital Officer.....	10
Chief Information Officer	12

Program Financing

The GSA Working Capital Fund (WCF) is an intra-governmental revolving fund that provides a full range of administrative shared services functions to GSA and to select agencies outside of GSA. All expenses of the WCF are recovered through reimbursable funding from internal GSA customers and from some external sources, including small agencies and commissions, for services provided. The WCF charges fees based on a schedule established through an annual rate-setting process performed collaboratively with our customers. The rate-setting process recovers the anticipated costs of goods, services, and resources provided to customers. The rate-setting process also provides information to customers to assist in their resource management.

The WCF provides a corporate framework for common support services including human resources, personnel policy, and administration; centralized accounting, payroll, and travel support; information, data and communications services; acquisition policy; legal advice and services; budgeting and financial management; equal employment opportunity services; liaison activities with Congress and the Office of Management and Budget; oversight of GSA contracting activities; and emergency planning and response. This account funds liaison with the U.S. Small Business Administration to ensure that small and disadvantaged businesses receive a fair share of the agency's business.

Amounts Available for Obligation
(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
Unobligated balance, start of year.....	\$ 120,409	\$ 126,432	\$ 48,788
New reimbursable authority:			
Federal Buildings Fund.....	\$ 217,857	\$ 223,962	\$ 231,346
Acquisition Services Fund.....	175,480	179,025	181,401
Operating Expenses.....	11,673	12,706	13,368
Government-wide Policy.....	6,568	6,872	7,072
Office of Inspector General.....	5,665	6,093	6,276
Federal Citizen Services Fund.....	2,419	2,513	2,600
Former Presidents.....	34	76	34
Intra-Fund obligations and agreements.....	21,862	27,798	33,211
CIO provisions for additional work.....	0	18,847	29,273
Collections from other agencies.....	21,640	28,862	30,327
Change in uncollected payments.....	-1,825		
Subtotal, new reimbursable authority.....	\$ 461,373	\$ 506,754	\$ 534,908
Recovery of prior-year obligations.....	\$ 6,183		
Transfers in of prior-year lapsed balances....	\$ 3,858		
Unobligated balance, cancelled.....	-\$ 45		
Unobligated balance, end of year.....	-\$126,432	-\$48,788	-\$14,923
Total, obligations.....	\$ 465,346	\$ 584,398	\$ 568,773
<i>Net Outlays</i>	-\$ 14,275	\$ 0	\$ 0

Note: FY 2010 obligation estimates include anticipated authority for unplanned work for internal and external customers of the CIO. If this work materializes, costs will be recovered directly from the ordering customer and will be based on the actual amount expended on a specific item or service.

U.S. General Services Administration
Working Capital Fund

Explanation of Changes

(Dollars in Thousands)

	Recurring Services		Major Equip Acq. & Dev.	TOTAL	
	FTE	Obligations	Obligations	FTE	Obligations
FY 2010 Congressional Justification	1,535.0	\$ 524,279	\$ 28,426	1,535.0	\$ 552,705
Adjustments to the FY 2010 Base:					
Change in obligations from other sources	0.0	(\$ 5,885)	(\$ 2,891)	0.0	(\$ 8,776)
Identity, Credential & Access Management	0.0	13,700	0	0.0	13,700
E-mail re-architecture	0.0	6,000	0	0.0	6,000
Prior Year claims authority	0.0	4,500	0	0.0	4,500
CHCO systems & processes improvements	0.0	4,000	0	0.0	4,000
Alternative GSA COOP Site	0.0	2,500	0	0.0	2,500
Increase in cost of goods and services	0.0	2,307	0	0.0	2,307
Federated Acquisition Segment Architecture	0.0	2,300	0	0.0	2,300
General Council consolidation & IT	11.0	2,206	0	11.0	2,206
Other systems & process improvements	<u>0.0</u>	<u>2,956</u>	<u>0</u>	<u>0.0</u>	<u>2,956</u>
FY 2010 Adjusted Base.....	1,546.0	\$ 558,863	\$ 25,535	1,546.0	\$ 584,398
Maintaining Current Level of Services:					
Annualization of FY 2010 Pay Raise (2.0%)	0.0	\$ 991	\$ 0	0.0	\$ 991
FY 2011 Pay Raise (1.4%)	0.0	2,889	0	0.0	2,889
Increase in cost of goods & svcs, inc. rent	<u>0.0</u>	<u>2,968</u>	<u>0</u>	<u>0.0</u>	<u>2,968</u>
Subtotal, Maintaining Current Levels...	0.0	\$ 6,848	\$ 0	0.0	\$ 6,848
Program Changes:					
Non-Recur FY 2010 one-time increases	0	(23,309)	0	0	(23,309)
Change in obligations from other sources	<u>0</u>	<u>0</u>	<u>836</u>		<u>836</u>
Subtotal, Program Changes.....	0.0	(\$ 23,309)	\$ 836	0.0	(\$ 22,473)
FY 2011 Budget	1,546.0	\$ 542,402	\$ 26,371	1,546.0	\$ 568,773

The FY 2011 budget includes a net increase of **11 FTE and \$16,068 thousand** above the level reported in the FY 2010 Congressional Justification.

The FY 2010 operating plan includes **11 FTE and \$31,693 thousand** in adjustments from the budget previously submitted:

- **-\$8,776 thousand** adjusts obligation estimates for programs not funded by GSA accounts, including external reimbursable authority, as well as major equipment acquisitions funded by lapsed balances.
- **\$13,700 thousand** provides for investments in Identity, Credential, and Access Management (ICAM) to improve security, provide single sign-on capabilities, and provide HSPD-12 and E-Authentication compliance for agency external operations.
- **\$6,000 thousand** supports the E-mail Re-architecture initiative, to provide more robust and resilient email and collaboration infrastructure, deploy an enterprise-wide archiving solution and overall modernization of email platform.
- **\$4,500 thousand** is included for anticipated obligations associated with prior year claims.
- **\$4,000 thousand** provides for operational enhancements to the Comprehensive Human Resources Information Systems (CHRIS), including a new performance and recognition system, a human capital dashboard and reporting tool, a position description and job analysis library, a standard form 52 tracking system, and a telework module repository; funds are also provided to continue efforts to design, develop and implement of hiring improvements systems and for related agency-wide training and support
- **\$2,500 thousand** provides for the acquisition and development of an agency alternate COOP site.
- **\$2,307 thousand** provides for increases in cost of goods sold above amounts previously provided.
- **\$2,300 thousand** for investments related to implementing the Federated Acquisition Segment Architecture.
- **\$2,206 thousand** for FTE transfer from the Federal Buildings Fund and Acquisition Services Fund to General Counsel, and funding for increased General Counsel Local Area Network (LAN) support.
- **\$2,956 thousand** provides for additional investments in: Lean Six Sigma, Hosting Software, Reports Enhancement, the Applied Learning Center, and Strategic Sourcing of GSA internal acquisitions.

The FY 2011 budget reflects a net decrease of **-\$15,625 thousand** from the FY 2010 adjusted base:

- **\$6,848 thousand** in increases for the annualization of the FY 2010 pay raise, costs of the FY 2011 pay raise, and increases in cost of goods, rent, and inflation.
- **-\$23,309 thousand** to non-recur one-time increases in FY 2010, including: Identity, Credential, and Access Management (ICAM), Voice Over Internet Protocol (VoIP) (funded from the FY 2010 base budget), the agency alternate COOP site, Federated Acquisition Segment Architecture, CHRIS operational enhancements and hiring improvement initiatives, and additional investments in Lean Six Sigma, Hosting Software, Reports Enhancement, and the Applied Learning Center.
- **\$836 thousand** for obligation estimates for programs not funded by GSA accounts, the net of -\$864 thousand for CFO IT investments and +\$1,700 for OIG major equip. acquisition.

U.S. General Services Administration
Working Capital Fund

Obligations by Object Classification

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
11.1 Full-time, permanent.....	\$ 126,556	\$ 144,437	\$ 146,314
11.3 Other than full-time permanent.....	136	266	352
11.5 Other personnel compensation.....	5,297	5,926	6,248
11.8 Special personnel services payments.....	90	184	4
12.1 Civilian personnel benefits.....	46,624	50,679	51,309
13.0 Benefits for former personnel.....	550	550	550
21.0 Travel and transportation of persons.....	4,838	4,907	4,940
22.0 Transportation of things.....	529	726	726
23.1 Rental payments to GSA.....	20,058	21,684	21,792
23.2 Rental payments to others.....	5	4	4
23.3 Communications and utilities.....	31,714	28,123	25,609
Subtotal, Rent, communications & utilities..	\$ 51,777	\$ 49,811	\$ 47,405
24.0 Printing and reproduction.....	1,209	1,528	1,534
25.1 Advisory and assistance services.....	126,644	196,035	175,236
25.2 Other services.....	4	1,690	2,687
25.3 Goods & services from Gov't accounts.....	44,542	62,443	64,299
25.7 Operation and maintenance of equipment.....	29,061	39,720	39,919
Subtotal, Contractual services.....	\$ 200,251	\$ 299,888	\$ 282,141
26.0 Supplies and materials.....	3,160	3,422	3,438
31.0 Equipment.....	24,329	22,074	23,812
99.0 Total, obligations.....	\$ 465,346	\$ 584,398	\$ 568,773
Subtotal, PC&B.....	179,253	202,042	204,777
Subtotal, Non-labor.....	286,093	382,356	363,996

Working Capital Fund Business Lines

The Working Capital Fund (WCF) provides centralized operations through Centralized Administrative Support (CAS) and other reimbursable programs. Certain investments in information systems may be financed through lapsed, unobligated balances in GSA salaries and expenses appropriations: These investments are presented in the budget as “Major Equipment Acquisitions and Development”.

Centralized Administrative Support (CAS) programs provide general administrative support to GSA and external clients. CAS includes the Chief Financial Officer, the Chief Human Capital Officer, the Chief Information Officer, and the General Counsel. CAS also includes the costs of internal coordination activities of GSA organizations with government-wide responsibilities, including: the Office of Small Business Utilization, the Office of Emergency Response and Recovery, and the Office of Government-wide Policy.

Other Reimbursable programs deliver a defined product or service to a specific customer and are financed through intra- or inter-agency reimbursable agreements, in three areas:

- **Infrastructure Operations (IO)** provides centralized management of GSA’s IT infrastructure.
- **Centralized Charges (CC)** pays fees or expenses on behalf of the entire agency for over 30 programs including unemployment compensation, worker’s compensation, postage, and local / long distance telephone charges.
- **External Reimbursable** programs financed through the WCF provide administrative services similar to those described in the CAS section above, but for agencies and commissions external to GSA.

Major Equipment Acquisition and Development provides for major acquisitions of computer hardware and software necessary to implement the Chief Financial Officer’s Act of 1990 and for necessary information technology acquisitions of the Office of Inspector General.

Obligations by Business Line

(Dollars in Thousands)

	FY 2009		FY 2010		FY 2011	
	FTE	Actual	FTE	Current	FTE	Budget
1. Recurring Services						
Centralized Administrative Support	1,088.9	225,678	1,232.0	283,533	1,232.0	274,396
Enterprise Infrastructure Operations	174.9	133,228	190.0	163,421	190.0	155,750
Centralized Charges	52.3	65,547	64.0	70,998	64.0	71,575
External Reimbursable	41.0	19,517	45.0	26,070	45.0	26,340
Internal Reimbursable	<u>3.6</u>	<u>6,135</u>	<u>15.0</u>	<u>14,841</u>	<u>15.0</u>	<u>14,341</u>
Subtotal, Recurring Services.....	1,360.6	\$450,105	1,546.0	\$558,863	1,546.0	\$542,403
2. Major Equipment Acquisition and Development						
	0.0	15,241	0.0	25,535	0.0	26,370
Total Budget Authority.....	1,360.6	\$465,346	1,546.0	\$584,398	1,546.0	\$568,773

Working Capital Fund Staff Offices

(Dollars in Thousands)

	FY 2009		FY 2010		FY 2011	
	FTE	Actual	FTE	Current	FTE	Budget
Chief Financial Officer	500.0	\$ 96,997	537.0	\$ 108,664	537.0	\$ 104,855
National and Regional Management	320.7	44,873	346.0	51,783	346.0	51,378
Chief Information Officer	208.9	144,844	229.0	183,843	229.0	174,288
Chief Human Capital Officer	112.4	24,298	124.0	31,364	124.0	27,951
General Counsel	58.6	13,035	76.0	15,601	76.0	15,686
Government-wide Policy	28.7	5,259	37.0	8,482	36.0	8,697
Management Services	26.1	4,760	29.0	5,038	29.0	5,141
Emergency Response & Recovery	6.9	1,332	14.0	3,228	14.0	3,019
Civil Rights	10.6	1,834	12.0	2,130	12.0	2,137
Small Business Utilization	7.3	1,238	12.0	1,966	12.0	1,950
Citizen Services & Communications	9.0	1,626	9.0	1,654	9.0	1,675
Other Reimbursable	<u>71.3</u>	<u>125,249</u>	<u>121.0</u>	<u>170,645</u>	<u>121.0</u>	<u>171,994</u>
Total, Staff Offices.....	1,360.6	\$ 465,346	1,546.0	\$ 584,398	1,545.0	\$ 568,773

Chief Financial Officer

The Office of the Chief Financial Officer (OCFO) focuses on providing transparency and accountability through financial management services that are integrated, efficient and effective. The Performance Management Process (PMP) allows for the planning, assessment, and improvement of performance goals.

OCFO provides policy leadership in strategic planning, budgeting and financial management to the agency. The organization delivers world class, cost effective financial management services to the agency and external customers. We prepare timely and accurate financial analysis and reporting; and integrated, reliable and innovative management services.

Core services include:

- Strategic advice and policy leadership with objective analysis
- Budget, financial, and performance analysis in support of strategic decision-making and planning
- Budget development and performance integration through the PMP
- Management and oversight of agency-wide internal controls and audit follow-up activities
- Financial reporting, policy development, operations services and oversight
- Operation, maintenance, and modernization of secure and reliable financial management systems

- Development, execution, and oversight of the General Management and Administration (GM&A) budget
- Financial management community human capital management
- Management and operation of GSA's role as a Shared Service Provider of Financial Management Line of Business (FMLoB) and ePayroll shared services

OCFO's primary customers are the Public Buildings Service (PBS), Federal Acquisition Service (FAS), GM&A Staff Offices, and over 50 external federal customers (i.e. federal agencies, commissions, etc.).

CFO Strategic Direction

The CFO established the following strategic goals to align with and maximize support for the agency's mission, goals, and values:

- Promote sound strategic decision making and integrated planning, budgeting and performance
- Inspire confidence and trust
- Provide timely and accurate financial analysis in a secure and reliable operating environment
- Provide best value financial management shared services operations

CFO Initiatives

The OCFO uses the GSA Performance Management Process (PMP) to facilitate performance planning and monitoring, allowing corrections and adjustments to be made when appropriate. The PMP ensures that the CFO's plans and actions align with GSA's strategic direction, and drives both the GSA Strategic Plan and our annual Performance Budget. Through the PMP, GSA identifies long-term agency goals and then develops Strategy and Action Plans that drive the request and allocation of funds to achieve these goals.

The CFO has established the following long term goals to be achieved by 2015:

- Promote sound strategic decision making by utilizing the PMP to align resources to achieve the policies and goals of GSA and the Administration.
- Ensure GSA's financial transparency and accountability by sustaining the clean financial opinion with no material weaknesses and no more than one significant deficiency.
- Develop and implement effective, comprehensive programs for agency-wide internal controls in accordance with all applicable laws and regulations and the timely resolution and follow-up of agency audit findings.
- Enable sound, financial analysis by providing timely, accurate and secure financial information on demand.
- Invest in sound financial systems operations and standardize financial codes and business practices (funds, payments, receipts and fixed assets and business interfaces) to provide a common, interoperable environment for government-wide financial management.
- Enhance OCFO efficiency and competitiveness by reducing our costs to customers and expanding shared services opportunities.

- Ensure continual renewal of GSA's professional financial staff through recruitment, development and training programs.

To achieve our long term goals, we must invest in our core information systems, specifically accounts receivables and billing to ensure our ability to meet the information and reporting requirements of our customers. In order to meet customer requirements through FY 2015 we must consolidate, standardize, and enhance OCFO data management and reporting capabilities.

In support of this strategy and long term goals of the OCFO:

- Establish, in conjunction with the GSA OCIO, the Financial Management Enterprise Architecture (FMEA) to guide the design of its financial and business systems to coincide with the requirements of GSA's programs and business initiatives. FMEA will provide the "to be" architecture for the replacement of the remaining NEAR and VITAP functionality.
- Reengineer the Enterprise's Data Warehouse, institute a more robust Data Management Strategy (DMS) and implement the current Common Government-wide Accounting Classification (CGAC) structure within our Accounting systems.
- Implement a new billing and accounts receivable (BAAR) function within the Pegasys financial system. This application will reduce the need for manual reconciliation, streamline inter-office processes, and consolidate multiple financial applications. GSA expects to be on a single financial platform by the end of FY 2012 that will be fully compliant with CGAC and FSIO standards.

On-going implementation of the target architecture will optimize IT investment and development activities by ensuring the following: continuity between the OCFO systems architecture and associated business processes, standardization of data and system life-cycle processes, enhanced internal controls, streamlined maintenance requirements, increased efficiency and cost savings.

Chief Human Capital Officer

The mission of the Chief Human Capital Officer (CHCO) is to contribute to GSA's business success by providing human capital management strategies, policies, advice, services, and solutions consistent with merit system principles. The CHCO is at the core of GSA's success: CHCO processes and programs recruit, develop, and retain the right people in the right jobs at the right time.

GSA's strategic management of human capital includes a focus on accountability and the assurance that government-wide human resources regulations are carried out in an effective and consistent manner. The CHCO ensures compliance with the requirements of the Office of Personnel Management, the Office of Management and Budget, and Presidential directives and priorities while also demonstrating flexibility and creativity. The CHCO supplies advice and counsel on Human Resources (HR) matters, executes and administers an HR program that balances external requirements while meeting GSA needs.

The ultimate goal of the CHCO is to provide human capital solutions to ensure GSA's business success. In FY 2011, the CHCO will clarify the roles and responsibilities of human resource professionals, managers, and employees; establish service delivery standards; revisit delegations of authority; and equip staff with the skills to effectively and efficiently manage the HR life cycle.

CHCO Strategic Direction

CHCO is committed to programs that improve employee satisfaction and wellness. Some agency programs include: (1) Telework Program, where half the agency's employees telework at least one day a week, (2) Fitness and Health Facilities, (3) Child Care Subsidy Program, as well as other programs. In recent years, GSA has been "10 Best Places to Work in the Government" according to the Partnership for Public Service and American University's Institute for the Study of Public Policy Implementation.

CHCO Initiatives

Two major programs CHCO will focus on are the Human Capital Information Technology System (HCITS) enhancements and the Lean Hiring Initiative.

Human Capital Information Technology System (HCITS) primarily includes enhancements to the Comprehensive Human Resources Integrated System (CHRIS), as well as the following:

- New Performance Management and Recognition System
- Human Capital Dashboard and Reporting Tool
- Position Description and Job Analysis Library
- Standard Form (SF) 52 Tracking System
- Telework Module Phase II

Lean Hiring Initiative will provide:

- Design, development and implementation of Lean Hiring related systems
- GSA-wide training and support of human resources specialists, supervisors, and managers
- Activities associated with developing a GSA-wide recruitment strategy
- Service agreements or MOUs with the Office of Personnel Management in support of hiring reform activities
- Recruitment activities (i.e. job postings, key word marketing, etc.)

Chief Information Officer

The mission of the Chief Information Officer (CIO) is to provide high quality, enterprise information technology (IT) services and solutions to support GSA business needs and electronic government. The CIO coordinates agency IT policy and initiatives and ensures that they support GSA goals and objectives, as well as the government-wide IT goals and strategies.

OCIO provides six major services to GSA and its external customers: (1) Enterprise-wide IT infrastructure; (2) IT portfolio management (Capital Planning and Investment Control); (3) IT security programs; (4) Enterprise architecture; (5) IT policy; and (6) Integration and alignment of electronic government IT initiatives.

CIO Initiatives

Specific CIO objectives for FY 2010 and FY 2011 include:

1. Provide a secure IT environment: Ensure that GSA's IT systems operate within an acceptable level of risk. Use identity management security processes that enable a single sign-on to GSA applications. Maintain the agency-wide cyber security program.
2. Improve development and support of CIO Enterprise Applications: Place management of enterprise applications under a single organization and consolidate where appropriate.
3. Improve IT policy and compliance: Ensure GSA's IT policies and directives support the strategy and direction of the administration and agency leadership.
4. Align business and IT strategy using Enterprise Architecture: Ensure GSA's IT investments conform to the GSA Enterprise Architecture and OMB's Federal Enterprise Architecture. Foster business-based assessment of IT needs and selection of IT solutions.
5. Improve IT capital planning and investment control: Ensure that the IT portfolio is aligned with GSA priorities. Manage individual projects to budget, schedule, and performance.
6. Improve CIO associate engagement: Enhance the overall CIO associate workplace environment by ensuring that associates clearly know what is expected, have the materials to do their jobs, are given the opportunity to grow, and are recognized for good performance. Assist Chief Human Capital Officer (CHCO) with implementing the GSA-wide IT Human Capital Plan to improve IT workforce skills.
7. Establish and sustain effective and efficient managed life cycle support for GSA's IT Infrastructure services: Implement an IT infrastructure that is consistent with industry best practices, with a comprehensive solution for delivery and continuous improvement of IT infrastructure. The specific objectives associated with this strategy include: (1) achieve greater return on investment; (2) standardize processes; (3) provide transparent monitoring and reporting; and (4) use an Enterprise Resource Management (ERM) process to provide an integrated support model for asset management, help desk ticket processing, remote control support features, automated software deployment, and a self help knowledgebase.

Other Staff Offices

The **Office of Governmentwide Policy (OGP)** consolidates multiple policy functions into a single organization for the entire Federal government. The organization's policymaking authority covers governmentwide policy and acquisition policy. The organization's governmentwide policy programs help Federal agencies to implement new ways of doing business, align with common standards, and adopt government-wide solutions that increase efficiencies. OGP establishes acquisition policy and guidance for Federal acquisition activities providing clear lines of authority, accountability and responsibility for acquisition decision-making. OGP plans, directs, and coordinates all aspects of GSA's suspension or debarment of contractors or participants in non-procurement programs and agency level protests. OGP reviews and validates the acquisition process in all GSA Regions and organizations for compliance with regulations and standards of integrity.

The **Office of General Counsel (OGC)** is the exclusive provider of sound and timely legal support to all of GSA's services, staff offices and programs. OGC legal support includes, but is not limited to, areas such as contracting, acquisition policy, management of real and personal property, bankruptcy, historic preservation, environmental compliance, litigation, personnel and labor relations, appropriations law, the Freedom of Information Act, the Privacy Act, the Federal Advisory Committee Act, and regulations implementing GSA's various authorities. OGC also supports GSA's responses to Congressional inquiries, develops and manages GSA's ethics program and supports the agency's alternative dispute resolution efforts.

The **Office of Civil Rights (OCR)** is responsible for implementing both the internal and external Civil Rights Programs at GSA. The internal civil rights program ensures equal employment opportunity for all GSA associates and applicants for employment on the basis of sex, race, color, national origin, religion, disability, age (40 and over), and retaliation for protected EEO activity. The internal civil rights program processes EEO complaints of discrimination pursuant to 29 C.F.R. Part 1614. The external civil rights programs ensure nondiscrimination by GSA's Federal Financial Assistance and Federally Conducted Programs. Both the internal and external civil rights programs have enforcement and prevention as the cornerstones of their programs.

The **Office of Emergency Response and Recovery (OERR)** coordinates GSA's continuity of operations activities, disaster support and special security missions. OERR sets nationwide GSA emergency management policies, procedures, and guidance. OERR continuity mission is authorized by the National Continuity Policy (NSPD-51/HSPD-20) and directly supports GSA responsibilities to recover and perform our primary mission essential functions during a continuity event. OERR supports the agency continuity mission by developing agency-wide guidance, policies, plans and procedures as well as tests, training and exercises to ensure readiness. OERR is also funded from the Operating Expenses appropriation to support GSA's government-wide continuity mission under the National Continuity Policy and disaster preparedness and assistance to other agencies under the National Response Framework for Emergency Support Function (ESF) -7 (logistics and resource support) and ESF-2 (communications support).

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U.S. General Services Administration

MISCELLANEOUS APPROPRIATIONS

Fiscal Year FY 2011 Budget Request

CONTENTS

Recovery Act – Federal Buildings Fund	2
Recovery Act – Energy Efficient Motor Vehicles	4
Transportation Audit Contracts and Contract Administration	5
Acquisition Workforce Training Fund	7
Expenses, Disposal of Surplus Real and Related Personal Property	9

U.S. General Services Administration
Miscellaneous Appropriations

Obligations by Object Classification
(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Plan
11.1 Full-time permanent.....	\$ 2,314	\$ 15,200	\$ 15,700
11.5 Other personnel compensation.....	8	0	0
12.1 Civilian personnel benefits.....	624	5,500	5,200
21.0 Travel and transportation of persons.....	222	5,102	4,100
22.0 Transportation of things.....	0	1,081	0
23.2 Rental payments to others.....	0	108,000	0
23.3 Communications, utilities, and misc. charges	<u>0</u>	<u>10,044</u>	<u>5,000</u>
Subtotal, Rent, communciations & utilities.....	\$ 0	\$ 118,044	\$ 5,000
24.0 Printing and reproduction.....	0	1,416	0
25.1 Advisory and assistance services.....	20,264	20,149	20,000
25.3 Goods and services from Gov't accounts.....	302	7,457	0
25.4 Operation and maintenance of facilities	<u>2,952</u>	<u>0</u>	<u>0</u>
Subtotal, Contractual Services.....	\$ 23,518	\$ 27,606	\$ 20,000
26.0 Supplies and materials.....	360	0	0
32.0 Land and structures.....	<u>1,367,294</u>	<u>3,486,661</u>	<u>441,051</u>
99.9 Total Obligations.....	\$ 1,394,340	\$ 3,660,609	\$ 491,051
<i>Subtotal, PC&B.....</i>	<i>2,946</i>	<i>20,700</i>	<i>20,900</i>
<i>Subtotal, Non-Labor.....</i>	<i>1,391,394</i>	<i>3,639,909</i>	<i>470,151</i>

Recovery Act – Energy Efficient Motor Vehicles

The Recovery Act provided GSA with \$300 million to improve the overall energy-efficiency of the Federal motor vehicle fleet. GSA was provided funds to replace existing vehicles in the Federal fleet with motor vehicles with higher energy efficiency, including new, conventionally-fueled motor vehicles, hybrid vehicles, and electric vehicles.

Through September 30, 2009, GSA had obligated nearly \$300 million, which it used to acquire 17,246 motor vehicles, including 3,100 hybrid sedans and 4 x 2 vehicles. As of December 31, 2009, 17,136 new vehicles have been received by GSA at designated marshalling points and 16,400 have been exchanged for less efficient motor vehicles which were taken out of the Federal fleet.

Obligations by Object Class

(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Plan
25.3 Goods & services from Gov't accounts.....	299,989	0	0
Total obligations.....	\$ 299,989	\$ 0	\$ 0

Transportation Audit Contracts and Contract Administration

FY 2010 Operating Plan and FY 2011 Budget Estimate

The Transportation Audits program is managed by the Federal Acquisition Service (FAS) in the Travel, Motor Vehicles and Card Services (TMVCS) Portfolio. This mandatory appropriation provides for the detection and recovery of overpayments to carriers for Government moves under rate and service agreements that are established by GSA or by other Federal agency traffic managers. Program expenses are financed from overcharges collected from carriers as a result of post-payment audits that compare the rates charged by the carriers to the rates agreed upon. Funds recovered in excess of expenses are returned to the U.S. Treasury: In FY 2009, this program returned \$0.5 million to the U.S. Treasury, after covering operating expenses of \$11 million.

In FY 2010, the Transportation Audits program will increase the use of electronic audits to reduce cycle times; upgrade system capabilities to expedite the resolution of outstanding claims; promote the use of either prepay industry partners or the Transportation Audits Division; and add new contract audit firms to accelerate post payment audits and reduce backlogs.

Obligations by Object Classification

(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Budget
11.1 Full-time, permanent.....	\$ 2,749	\$ 4,363	\$ 4,450
11.5 Other personnel compensation.....	0	80	82
12.1 Civilian personnel benefits.....	427	840	857
21.0 Travel and transportation of persons.....	46	45	46
23.1 Rental payments to GSA.....	0	119	121
23.3 Communications and utilities.....	1	2	2
25.2 Other services.....	3,101	3,960	4,039
25.3 Goods & services from Gov't accounts.....	4,048	2,738	2,793
26.0 Supplies and materials.....	30	350	357
99.9 Total Obligations.....	\$ 10,402	\$ 12,500	\$ 12,750
<i>Subtotal, PC&B.....</i>	<i>3,176</i>	<i>5,284</i>	<i>5,390</i>
<i>Subtotal, Non-labor.....</i>	<i>7,226</i>	<i>7,216</i>	<i>7,360</i>
FTE	33.0	40.0	40.0

U.S. General Services Administration
Miscellaneous Appropriations

Amounts Available for Obligation

(Dollars in Thousands)

Special Fund Receipts:

	2009 Actual	2010 Current	2011 Budget
Balance, start of year.....	\$ 26,565	\$ 28,065	\$ 28,065
Receipts.....	\$ 13,000	\$ 13,000	\$ 13,000
Excess collections returned to Treasury.....	<u>-500</u>	<u>-500</u>	<u>-500</u>
Net Receipts.....	\$ 12,500	\$ 12,500	\$ 12,500
Appropriation to the expenditure fund.....	-\$ 11,000	-\$ 12,500	-\$ 12,750
Unobligated balance expired from expenditure fund...	\$ 0	\$ 0	\$ 0
Balance, end of year.....	\$ 28,065	\$ 28,065	\$ 27,815

Special Fund Expenditures:

	2009 Current	2010 Current	2011 Budget
Unobligated balance, start of year.....	\$ 12,465	\$ 11,358	\$ 11,358
Recovery of prior-year obligations.....	\$ 590	\$ 0	\$ 0
Mandatory authority:			
Appropriation.....	\$ 11,500	\$ 12,500	\$ 12,750
Unobligated balance, expiring.....	-\$ 2,795	\$ 0	\$ 0
Unobligated balance, end of year.....	-\$ 11,358	-\$ 11,358	-\$ 11,358
Total obligations.....	\$ 10,402	\$ 12,500	\$ 12,750
<i>Net Outlays</i>	<i>10,402</i>	<i>12,500</i>	<i>12,750</i>

Acquisition Workforce Training Fund

The Acquisition Workforce Training Fund (AWTF) is a mandatory appropriation that is financed from a credit of 5% of the fees collected from civilian agencies that manage Government-wide Acquisition Contracts (GWACs), Multiple Award Schedules (MAS) contracts, and other multi-agency contracts. Receipts are available for expenditure in the fiscal year collected and the two following fiscal years. The AWTF is managed by GSA, through the Federal Acquisition Institute (FAI) and in consultation with the Office of Federal Procurement Policy.

FAI provides training and career development resources to the Federal civilian acquisition workforce, to improve the collective competency of both current and future acquisition professionals. FAI works closely with the Chief Acquisition Officers' Council, the Defense Acquisition University, and OMB's Office of Federal Procurement Policy to identify the activities that will be funded from the AWTF. FAI develops and deploys training resources needed to enable Federal acquisition professionals to transition to a service-oriented and technology-driven Federal market.

The fund is authorized by 41 U.S.C. § 433(h)(3), as amended by Section 854 of Title VIII of the National Defense Authorization Act for Fiscal Year 2008 (Public Law 110-181, January 28, 2008).

Obligations by Object Classification (Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
25.1 Advisory and assistance services.....	3,998	\$ 6,728	\$ 6,029
25.3 Other services.....	4,388	7,288	6,532
99.9 Total obligations.....	\$ 8,386	\$ 14,016	\$ 12,561

U.S. General Services Administration
Miscellaneous Appropriations

Amounts Available for Obligation

(Dollars in Thousands)

Special Fund Receipts:

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
Balance, start of year.....	\$ 1,445	\$ 1,574	\$ 1,574
Receipts.....	11,587	10,010	10,210
Appropriation to the expenditure fund.....	-\$ 11,458	-\$ 10,010	-\$ 10,210
Balance, end of year.....	\$ 1,574	\$ 1,574	\$ 1,574

Special Fund Expenditures:

	FY 2009 Actual	FY 2010 Current	FY 2011 Budget
Unobligated balance, start of year.....	\$ 8,784	\$ 11,856	\$ 7,850
Recovery of prior-year obligations.....	\$ 0		
Mandatory authority:			
Appropriation.....	\$ 11,458	\$ 10,010	\$ 10,210
Unobligated balance, expiring.....	\$ 0		
Unobligated balance, end of year.....	-\$ 11,856	-\$ 7,850	-\$ 5,499
Total obligations.....	\$ 8,386	\$ 14,016	\$ 12,561
<i>Net Outlays</i>	<i>9,016</i>	<i>13,764</i>	<i>14,968</i>

Expenses, Disposal of Surplus Real and Related Personal Property

This mandatory appropriation provides for the efficient disposal of real property assets that are underutilized or no longer meet the needs of landholding Federal agencies. Expenses incurred in the course of disposing of Federal surplus real and related personal property are financed through receipts from sales of surplus property. Auctioneers and broker familiar with local markets may be used to accelerate the disposal of surplus real property.

The Expenses, Disposal of Surplus Real and Related Personal Property appropriation is permanently authorized by 40 U.S.C. § 572(a). The appropriation is authorized to pay expenses directly or to reimburse another account for expenses already paid; however, the total amount paid and reimbursed in a fiscal year may not exceed 12 percent of the proceeds of all disposals of real property.

The types of expenses that may be paid or reimbursed are limited to specific, enumerated expenditures:

- (i) Fees of appraisers, auctioneers, and realty brokers, in accordance with the scale customarily paid in similar commercial transactions;
- (ii) Costs of environmental and historic preservation services, highest and best use of property studies, utilization of property studies, deed compliance inspection, and the expenses incurred in a relocation; and
- (iii) Advertising and surveying.

In addition, any amounts that are excess to the needs of the fund must be transferred to the Land and Water Fund of the Department of the Interior.

Obligations by Object Classification

(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Budget
24.0 Printing and reproduction.....	\$ 7	\$ 75	\$ 125
25.1 Advisory and assistance services.....	1,531	9,540	10,805
25.2 Other services.....	233	100	150
25.3 Goods & Services from Gov't. Accounts	<u>300</u>	<u>0</u>	<u>0</u>
99.9 Total obligations.....	\$ 2,071	\$ 9,715	\$ 11,080

Amounts Available for Obligation

U.S. General Services Administration
Miscellaneous Appropriations

(Dollars in Thousands)

Special Fund Receipts:

	2009 Actual	2010 Current	2011 Budget
Balance, start of year.....	\$ 90,115	\$ 88,169	\$ 87,916
Receipts, real property disposal.....	\$ 2,966	\$ 12,000	\$ 12,000
Receipts, outleasing.....	0	3,000	3,000
Net receipts.....	\$ 2,966	\$ 15,000	\$ 15,000
Appropriation to the expenditure fund.....	-\$ 10,814	-\$ 9,715	-\$ 11,080
Transfer to Land and Water Fund, DOI.....	-\$ 2,061	-\$ 5,538	-\$ 3,920
Unobligated balance cancelled from expenditure fund..	\$ 7,963	\$ 0	\$ 0
Balance, end of year.....	\$ 88,169	\$ 87,916	\$ 87,916

Special Fund Expenditures:

	2009 Actual	2010 Current	2011 Budget
Mandatory authority:			
Appropriation.....	\$ 10,814	\$ 9,715	\$ 11,080
Unobligated balance, expiring or withdrawn.....	-\$ 7,963	\$ 0	\$ 0
Unobligated balance.....	-\$ 780	\$ 0	\$ 0
Total obligations.....	\$ 2,071	\$ 9,715	\$ 11,080
<i>Net Outlays</i>	<i>5,111</i>	<i>11,666</i>	<i>10,858</i>

U.S. General Services Administration
Miscellaneous Appropriations

Obligations by Program
(Dollars in Thousands)

	2009 Actual	2010 Current	2011 Request
1. Utilization and Disposal - Real Property:			
a. Appraisers, auctioneers, brokers fees, surveying Appropriated.....	\$ 722	\$ 1,866	\$ 1,973
b. Advertising Appropriated.....	203	1,889	1,900
c. Environmental Services Appropriated.....	119	1,483	1,499
d. Historical Preservation Services Appropriated.....	0	867	1,493
e. Highest and best use of property studies, utilization of property studies, deed compliance inspections, Appropriated.....	297	1,225	1,700
f. Expenses incurred in a Relocation Appropriated.....	627	1,870	2,000
Subtotal, Utilization and Disposal of Real Property.....	\$ 1,968	\$ 9,200	\$ 10,565
2. Outleasing of Government-owned Space:			
a. Appraisers, auctioneers, brokers fees, surveying Appropriated.....	\$ 74	\$ 500	\$ 500
b. Advertising Appropriated.....	29	15	15
Subtotal, Outleasing.....	\$ 103	\$ 515	\$ 515
Total obligations.....	\$ 2,071	\$ 9,715	\$ 11,080

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Administrative Provisions [delete] <u> insert</u>	Explanation
<p>Sec. 510. Funds available to the General Services Administration shall be available for the hire of passenger motor vehicles.</p>	<p>GSA requests that this provision be retained.</p>
<p>Sec. 511. Funds in the Federal Buildings Fund made available for fiscal year [2010] <u> 2011</u> for Federal Buildings Fund activities may be transferred between such activities only to the extent necessary to meet program requirements: <i>Provided</i>, That any proposed transfers shall be [approved] <u> submitted in advance</u> [by] <u> to</u> the Committees on Appropriations of the House of Representatives and the Senate.</p>	<p>The first requested change would update GSA reprogramming authority for the fiscal year of the request. GSA also requests authority to make necessary reprogrammings, subject to the <i>notification of</i> the Committees on Appropriations rather than seeking their advance approval. This change would allow GSA to adjust for changes in requirements in a more timely and responsive manner.</p>
<p>Sec. 512. Except as otherwise provided in this title, [funds made available by this Act shall be used to transmit a fiscal year 2011] <u> it is the sense of Congress that projects to be included in the FY 2012</u> request for United States Courthouse construction [only if the request] <u> will</u>: (1) [meets] <u> meet</u> the design guide standards for construction as established and approved by the General Services Administration, the Judicial Conference of the United States, and the Office of Management and Budget; (2) [reflects] <u> reflect</u> the priorities of the Judicial Conference of the United States as set out in its approved 5-year construction plan; and (3) [includes] <u> include</u> a standardized courtroom utilization study of each facility to be constructed, replaced, or expanded.</p>	<p>GSA requests that this provision be retained, with an amendment.</p>

U.S. General Services Administration
Administrative Provisions

Administrative Provisions [delete] <u>insert</u>	Explanation
<p>Sec. 513. None of the funds provided in this Act may be used to increase the amount of occupiable square feet, provide cleaning services, security enhancements, or any other service usually provided through the Federal Buildings Fund, to any agency that does not pay the rate per square foot assessment for space and services as determined by the General Services Administration in [compliance with] <u>consideration of</u> the Public Buildings Amendments Act of 1972 (Public Law 92-313).</p>	<p>GSA requests that this provision be retained, with an amendment.</p>
<p>Sec. 514. From funds made available under the heading "Federal Buildings Fund, Limitations on Availability of Revenue," claims against the Government of less than \$250,000 arising from direct construction projects and acquisition of buildings may be liquidated from savings effected in other construction projects with prior notification to the Committees on Appropriations of the House of Representatives and the Senate.</p>	<p>GSA requests that this provision be retained.</p>

Administrative Provisions] <u> insert</u>	Explanation
<p>] Sec. 515. In any case in which the Committee on Transportation and Infrastructure of the House of Representatives and the Committee on Environment and Public Works of the Senate adopt a resolution granting lease authority pursuant to a prospectus transmitted to Congress by the Administrator of the General Services Administration under 40 U.S.C. 3307, the Administrator shall ensure that the delineated area of procurement is identical to the delineated area included in the prospectus for all lease agreements, except that, if the Administrator determines that the delineated area of the procurement should not be identical to the delineated area included in the prospectus, the Administrator shall provide an explanatory statement to each of such committees and the Committees on Appropriations of the House of Representatives and the Senate prior to exercising any lease authority provided in the resolution.]</p>	<p>GSA requests that this provision be removed.</p>
<p>Sec.] 515. In furtherance of the emergency management policy set forth in the Robert T. Stafford Disaster Relief and Emergency Assistance Act, the Administrator of the General Services Administration may provide for the use of the Federal supply schedules of the General Services Administration by relief and disaster assistance organizations as described in section 309 of that Act. Purchases under this authority shall be limited to use in preparation for, response to, and recovery from hazards as defined in section 602 of that Act.</p>	<p>GSA requests that this provision be retained.</p>

Administrative Provisions [delete] insert	Explanation
<p><u>Sec. 516. Section 5911 of title 5, United States Code, is amended in subsection (e) by adding at the end the following new sentence: "The preceding sentence shall not apply with respect to lodging reimbursed under chapter 57 of this title."</u></p>	<p>Currently, 5 U.S.C. § 5911(e) provides that the head of an agency may not require an employee or member of a uniformed service to occupy "quarters" on a rental basis, unless the head of the agency determines that necessary service cannot be rendered, or that property of the Government cannot be adequately protected otherwise. Section 516 amends 5 U.S.C. § 5911(e) by adding language exempting temporary duty lodging reimbursements under the provisions of chapter 57 of title 5, United States Code, are from the provisions of subsection 5911(e).</p> <p>"Quarters" is defined by 5 U.S.C. § 5911(a)(5) to mean "quarters owned or leased by the Government." The Comptroller General of the United States has held that 5 U.S.C. § 5911(e) prevents agencies from requiring employees on official travel to stay in hotel or motel rooms contracted for by the government, which are generally less expensive. This change should clarify that employees on travel status may be required to stay in hotels and motels contracted for by the Government without the official determination required under 5 U.S.C. § 5911(e).</p>

Administrative Provisions [delete] insert	Explanation
<p><u>Sec. 517. Section 37 of the Office of Federal Procurement Policy Act (41 U.S.C. 433), as amended, is further amended in paragraph (h)(3)(E) by: (a) deleting "for training"; and (b) deleting "subparagraph (A)" and inserting in lieu thereof "section 6(d)(5) of this Act (41 U.S.C. 405(d)(5))".</u></p>	<p>This amendment clarifies that the authorized purposes of the Acquisition Workforce Training Fund (established by the Services Acquisition Reform Act of 2003, Title XIV of P.L. 108-136).</p> <p>41 USC 433(h)(3)(A) limits the authorized purposes of the Fund to "support the training of the acquisition workforce of executive agencies", and subparagraph 433(h)(3)(E) requires that GSA "ensure that funds collected for training under this section are not used for any purpose other than the purpose specified in subparagraph (A)."</p> <p>Section 517 would allow a broader range of activities, to the extent that those activities are required in order to satisfy the purposes of the Acquisition Workforce Training Fund. This amendment incorporates by reference the responsibilities assigned to the Federal Acquisition Institute by the Office of Federal Procurement Policy Act (41 USC 405(d)(5)) as necessary to satisfying the purpose of the Fund.</p>

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U.S. General Services Administration
BENEFITS of ELECTRONIC GOVERNMENT

Fiscal Year 2011 Budget Request

CONTENTS

GSA as Managing Partner	2
E-Authentication	4
E-Government Travel (eTS)	6
Federal Asset Sales (eFAS)	9
Integrated Acquisition Environment (IAE)	11
USA Services	14
GSA as Participating Partner	16
E-Rulemaking	17
E-Training	17
Recruitment One-Stop	17
Human Resources Management Line of Business (HR LoB)	17
Electronic Human Resources Interface	18
Geospatial Line of Business (G LoB)	18
Financial Management Line of Business (FM LoB)	18
Budget Formulation and Execution Line of Business (BFE LoB)	19

This section reports on the benefits realized and expected from Electronic Government (E-Gov) initiatives funded by GSA, either as the managing agency or through contributions to other agencies. This section is intended to comply with the reporting requirements established in section 737 of Public Law 110-161, the FY 2008 Consolidated Appropriations Act.

E-Gov initiatives are designed to make the Federal Government more efficient and cost-effective. E-Gov initiatives benefit multiple Federal agencies and are supported by the knowledge, experience and financial contributions of all benefiting agencies. The contributions of a particular Federal agency are typically characterized as “Managing Partner” or “Participating Partner”. Only one agency is selected to be the Managing Partner of an E-Gov initiative, and all other agencies involved in the initiative are considered Participating Partners. The Managing Partner coordinates a mutually agreed upon funding model and project plan with agency partners, then informs the Office of Management and Budget (OMB) of the budgetary requirements and agency milestones required to implement the plan.

Funding for each E-Gov initiative is reported as either *agency contributions* or *agency service fees*. Agency contributions (including in-kind contributions) are the total value of cash and in-kind contributions provided. The value of in-kind contributions (including staff time, commodities, and equipment) are determined by the contributing agency. Service fees represent fees collected based on actual usage.

GSA as Managing Partner

GSA is a **Managing Partner** for five E-Gov initiatives: (1) E-Authentication, (2) E-Gov Travel System (eTS), (3) E-Federal Asset Sales (eFAS), (4) Integrated Acquisition Environment (IAE), and (5) USA Services. GSA is no longer the managing partner for the Financial Management Line of Business (FM LoB) or the Information Technology Infrastructure Line of Business (ITI LoB).

E-Gov initiatives provide the following benefits to Federal agencies, including GSA:

- Enhanced productivity as a result of improved information technology infrastructure, shared services, and automated processes;
- Improved productivity of Federal employees, leading to improved mission delivery by Federal agencies and higher performance levels for services provided by the Federal government;
- Cost savings from: (1) reducing the number of providers of duplicative or compatible administrative services across Federal agencies; and (2) aggregating purchases to leverage the buying power of the Federal government and obtain the lowest prices from industry; and
- Improved coordination and effectiveness government-wide as a result of enterprise-level standards for technology, common processes, and citizen-facing services.

Summary of GSA Contributions, GSA as Managing Partner
(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
1. E-Authentication			
Working Capital Fund	\$ 3,334	\$ 0	\$ 0
Government-wide Policy	<u>700</u>	<u>0</u>	<u>0</u>
Subtotal, E-Authentication.....	\$ 4,034	\$ 0	\$ 0
2. E-Government Travel (eTS)			
Acquisition Services Fund.....	\$ 4,526	\$ 1,306	\$ 0
3. Electronic Federal Asset Sales (eFAS)			
Acquisition Services Fund	\$ 540	\$ 900	\$ 900
Federal Buildings Fund	<u>360</u>	<u>0</u>	<u>0</u>
Subtotal, eFAS.....	\$ 900	\$ 900	\$ 900
4. Integrated Acquisition Environment (IAE)			
Working Capital Fund	\$ 1,736	\$ 1,615	\$ 1,483
Government-wide Policy	<u>1,426</u>	<u>1,426</u>	<u>1,426</u>
Subtotal, IAE.....	\$ 3,162	\$ 3,041	\$ 2,909
5. USA Services			
Federal Citizen Services Fund.....	\$ 7,502	\$ 7,706	\$ 7,916
Total, GSA as Managing Partner.....	\$ 20,124	\$ 12,953	\$ 11,725

1. Contributions from the GSA Working Capital Fund represent GSA fee-for-service payments to program management offices in the other GSA funds noted.

2. Further information on initiatives for which GSA is a managing partner can be found at the following website which will contain updated Exhibit 300's (Capital Asset Plans and Business Case Summaries): <http://www.gsa.gov/exhibit300>

E-Authentication

The E-Authentication solution provides a standardized means for citizens, businesses, and other governments to securely identify themselves when accessing U.S. Federal government online applications. It also allows agencies to accept trusted credentials (e.g., Public Key Infrastructure (PKI) certificates, user IDs/passwords) issued by other agencies and commercial organizations. E-Authentication helps Federal agencies mitigate the security and privacy risks associated with electronic government, and to control the costs of authenticating large numbers of users.

The U.S. E-Authentication Identity Federation was built and successfully launched in October 2005. The Federation counts as members all Government agency application owners and identity credential service providers (CSPs) that have adopted E-Authentication's set of agreements, standards and technologies, making identity portable across domains.

Key benefits include:

- Increased security and risk mitigation;
- Savings in time and money since agencies are not required to build their own identity authentication systems;
- A secure, convenient, standardized, easy-to-use approach to authentication and improved access to government services (e.g., single sign-on);
- Assured privacy protection; and
- Enhanced end-user experience.

Key accomplishments include:

- Consolidating with the HSPD-12 Managed Services Office (MSO) to become a single entity, the Office of Identity Solutions. This has allowed alignment and integration of back office operations of the MSO and E-Authentication Program Management Office (PMO) to achieve economies of scale.
- Working with Office of Government-wide Policy (OGP) to finalize transition of policy-related activities.

Goals of the E-Authentication solution are to:

- Enable millions of safe, secure, trusted online transactions between government and the citizens and businesses it serves.
- Reduce online identity management burden for government agency application owners and system administrators.
- Provide citizens and businesses with a choice of credentials when accessing public-facing online government applications.

Summary of Spending, E-Authentication

(Costs in Thousands)

	PY-1 and Earlier	PY 2009	CY 2010	BY 2011	Total
Planning					
Budgetary Resources					
Outlays					
Acquisition					
Budgetary Resources					
Outlays					
Operations & Maintenance					
Budgetary Resources		3,308	0		3,308
Outlays		3,308	0		3,308
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources		726	0		726
Outlays		726	0		726
TOTAL					
Budgetary Resources	\$ 0	\$ 4,034	\$ 0	\$ 0	\$ 4,034
<i>Outlays</i>	<i>0</i>	<i>4,034</i>	<i>0</i>	<i>0</i>	<i>4,034</i>

Summary of All Agency Contributions, E-Authentication

(Costs in Thousands)

Partner Agency Name	FY 2009		FY 2010		FY 2011	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
Defense		14				
Education		7				
EPA		14				
GSA	4,034	0	0	0		
HHS		117				
Labor		21				
NSF		3				
OPM		112				
SSA		7				
Transportation		37				
Veterans Affairs		29				
TOTAL	\$ 4,034	\$ 361	\$ 0	\$ 0	\$ 0	\$ 0

E-Government Travel (eTS)

The E-Gov Travel Service (eTS) standardizes, automates, and consolidates the Federal government's travel process in a Web-centric service, covering all steps of a travel transaction, from authorization and reservations to travel claims and voucher reconciliation. It eliminates paper processes while leveraging administrative, financial and information technology best practices.

Key benefits include:

- Increased cost savings associated with overall reduction in Travel Management Center (TMC) transaction service fees;
- Advantageous strategic source pricing through cross-government purchasing agreements;
- Improved business process functionality as a result of streamlined travel policies and processes;
- Enhanced security and privacy controls for the protection of government and personal data; and
- Significantly improves internal controls over the travel process particularly in high risk visibility areas such as first class and international travel.

Key accomplishments include:

- Online utilization government-wide is 62.2% against a target of 65%; and
- Full deployment within the Environmental Protection Agency (EPA) and Department of Defense (DoD).

eTS is a fully integrated, end-to-end travel solution. Program cost avoidance is realized by a reduction in the time spent by the traveler and manager in planning, arranging, authorizing, and approving travel, as well as a reduction in effort associated with post-travel reimbursement processing. Travelers also benefit from eTS' increased efficiency in the end-to-end electronic solution as their reimbursements are expedited.

Additional initiative savings are realized from the elimination of costly paper-based systems, the decommissioning of legacy travel systems and the reduction of agency overhead by consolidating the total number of travel contracts across the government. Prior to eTS, the estimated overall government-wide on-line adoption rate for travel reservations was below 5%. By the end of FY 2010, all Executive Branch civilian agencies will be fully deployed on E-Gov Travel with an on-line travel reservation rate target of 73.5%.

Summary of Spending, E-Government Travel
(Costs in Thousands)

	PY-1 and Earlier	PY 2009	CY 2010	BY 2011	Total
Planning					
Budgetary Resources	39,377				39,377
Outlays	39,377				39,377
Acquisition					
Budgetary Resources					
Outlays					
Operations & Maintenance					
Budgetary Resources	9,766	9,582	7,630	7,377	34,355
Outlays	9,766	9,582	7,630	7,377	34,355
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources	3,976	319	329	338	4,962
Outlays	3,976	319	329	338	4,962
TOTAL					
Budgetary Resources	\$ 53,119	\$ 9,901	\$ 7,959	\$ 7,715	\$ 78,694
<i>Outlays</i>	<i>53,119</i>	<i>9,901</i>	<i>7,959</i>	<i>7,715</i>	<i>78,694</i>

NOTE: GSA collects agency contributions to finance the costs of the eTS initiative program management office. These costs include continued systems development and agency migration support, which provides comprehensive advisory and consulting services to assist customer agencies with change management, technical functionality, security, and training as they migrate to eTS. Program costs not covered by agency contributions have been or will be absorbed within GSA's Acquisition Service Fund (ASF).

None of the costs reported on the following table of agency contributions – including GSA costs reported there – are included on the table above.

U.S. General Services Administration
E-Government Benefits

Summary of All Agency Contributions, E-Government Travel

(Costs in Thousands)

Partner Agency Name	FY 2009		FY 2010		FY 2011	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
Agriculture		3,851		3,851		3,874
Commerce	34	24		22		615
Defense						
Education		212		212		200
Energy		1,172		1,172		1,173
EPA		1,084		1,100		1,105
GSA	27	1,129		1,078		1,040
HHS	95	3,380		4,279		4,330
DHS	2,242	102	708	1,308		4,190
HUD		416		416		410
Interior	2,327	3,768		4,787		4,760
IAP		70		70		67
Justice	1,815		730	400		5,440
Labor		1,110		1,110		1,043
NASA		269		1,693		1,552
NSF		181		167		169
NRC		48		48		48
OMB		165		394		344
OPM		329		315		302
SBA		12	160	114		175
SSA	807	617		1,316		1,270
State	3,100	619	2,400	740	1,353	1,233
Transportation		3,085		3,085		3,091
Treasury		2,104		5,008		5,074
Veterans Affairs		3,107		3,107		3,059
TOTAL	\$ 10,447	\$ 26,854	\$ 3,998	\$ 35,792	\$ 1,353	\$ 44,564

NOTE: This table reports total cost to partner agencies, including internal costs for implementation and operation of eTS, and will not match the Summary of Spending table on the preceding page. Agency contributions report in-kind contributions that each agency, including GSA, is investing internally for implementation and integration of eTS. Likewise, the Fee-For-Service columns include the amount that each agency, including GSA, is projected to pay directly to their eTS vendor for travel services. None of these funds go to GSA.

Federal Asset Sales (eFAS)

Federal Asset Sales (eFAS) is an E-Government program designed to improve and optimize the way the Federal government disposes its assets. The program consolidates multiple Sales Centers for both real and personal property under a single portal to make it easier for citizens to search and buy assets. As of July 2008, seven agencies have been selected to become Sales Centers for personal property: GSA, the Department of Agriculture, the Department of Justice (U.S. Marshals Service), the Department of Treasury, the Department of Interior (National Business Center, Aviation Management Directorate), the Department of Treasury (Internal Revenue Service), and the Department of Defense. These Sales Centers will serve as sales outlets that other Federal agencies will be required to use to dispose of excess personal property. The eFAS portal is located on the web at www.govsales.gov and links all participating Sales Centers to a central website.

Key benefits include:

- Providing Federal agencies with a standardized mechanism to sell government-owned property. Additionally, it will enable agencies and bureaus with limited funds and resources to reach a broader customer base and obtain greater exposure of their assets. Automating the disposal process will reduce cycle time, saving storage and transportation expenses.
- Providing citizens with a single, user-friendly portal to search Federal assets. GovSales.gov reduces the number of websites and mouse “clicks” previously required to search assets for sale by the Federal community, making it easier to find assets and increase assets that are sold by the Federal government.
- Providing multiple easy-to-use citizen access points to save the public time. The time citizens used to spend searching for the correct agency or finding information can be dedicated to activities of greater value to the citizen.

Key accomplishments include:

- Completing and distributing new Federal brochures marketing the background and utilization of the GovSales.gov web portal.
- DoD and IRS went “Live” on the GovSales.gov portal.
- Providing Sales Centers access to the ForeSee Survey Results website to assess performance and level of customer service.
- Developing the eFAS Desktop Guide.
- Becoming “the official site to buy U.S. property.” As the portal gets more than 15,000 hits monthly and expands agency partner listings, this site is becoming a premier portal for citizens to search for surplus Federal property.

U.S. General Services Administration
E-Government Benefits

Summary of Spending, Federal Asset Sales

(Costs in Thousands)

	PY-1 and Earlier	PY 2009	CY 2010	BY 2011	Total
Planning					
Budgetary Resources					
Outlays					
Acquisition					
Budgetary Resources					
Outlays					
Operations & Maintenance					
Budgetary Resources		703	703	703	2,109
Outlays		703	703	703	2,109
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources		197	197	197	591
Outlays		197	197	197	591
TOTAL					
Budgetary Resources	\$ 0	\$ 900	\$ 900	\$ 900	\$ 2,700
<i>Outlays</i>	<i>0</i>	<i>900</i>	<i>900</i>	<i>900</i>	<i>2,700</i>

Summary of All Agency Contributions, Federal Asset Sales

(Costs in Thousands)

Partner Agency Name	FY 2009		FY 2010		FY 2011	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
GSA	900		900		900	
TOTAL	\$ 900	\$ 0	\$ 900	\$ 0	\$ 900	\$ 0

NOTE: The Summary of Spending and Summary of Contributions tables report contributions for government-wide program management and do not include the cost of Sales Center operations.

Integrated Acquisition Environment (IAE)

The Integrated Acquisition Environment (IAE) was selected as a Presidential E-Government initiative in November, 2001 to improve government performance and management. It was created as a government-wide shared service to coordinate among Agencies in order to eliminate duplication of effort, paper-based process and stand-alone information systems, lack of data/messaging standards, lack of scale, and insufficient investment leverage.

IAE's mission is to provide acquisition services to support the acquisition lifecycle in a unified manner. To balance needs and funding and to stage and manage acquisition/development, adoption and services aggregation, IAE is being developed in phases.

In the initial phase, IAE created a Federal acquisition framework and built a foundation of essential core high need/high-value shared services that filled acknowledged gaps in existing electronic acquisition capability. To establish a federal service, IAE: (1) developed standard vocabulary and acquisition transactions; (2) put policy in place to underpin government-wide adoption of integrated acquisition services; and (3) instituted a governance structure, outreach and essential business processes. Utilizing that Federal framework, the IAE: (1) adapted existing systems providing core functions for government-wide use (e.g. Central Contractor Registration (CCR), Federal Business Opportunities (FBO)); (2) significantly upgraded existing essential capability (e.g. Federal Procurement Data System (FPDS)); and (3) stood up services that provided immediate efficiencies (e.g. On-line Representations and Certifications (ORCA), Wage Determinations On-Line (WDOL)).

As a result of the initial efforts, IAE fully supports the E-Government Act of 2002. IAE simplifies, unifies and streamlines the complex federal acquisition process for government buyers as well as for vendors and sellers, thus providing greater efficiency, effectiveness and transparency in procuring goods and services in the Federal government. This is done through the essential core of shared services that support and align with each step of the acquisition life cycle; Market Research, Ordering (via Purchase Order or Card), Solicitation, Evaluation, Award, and Contract Administration. Providing these services through IAE has freed up agencies to focus on Agency-specific needs while leveraging these government-wide shared services.

An “adopt, adapt, acquire” strategy that proved successful for several years, but in FY 2008 new challenges required an addition to the strategy—aggregation. The aggregation strategy focuses on both business services and data in the acquisition lifecycle. The functions performed by the current IAE applications will be migrated to a set of acquisition business services that will be implemented consistent with Service-Oriented Architecture concepts and technology and will leverage open source software and open source software development methodologies. IAE has already taken advantage of open source technologies in program support functions. IAE implemented an open source, web-based, automated issue tracking tool to provide more than 600 stakeholders with transparency into IAE's Change Request (CR) lifecycle process.

Aggregating and leveraging a set of common services such as reporting and database management will greatly simplify the IT infrastructure. Managing a few databases, as opposed to the current need to manage eight component systems, will reduce redundancy and ultimately improve data accuracy and reduce the cost of operating shared services. Technology now complements the goals of transparency, visibility, and integrity while protecting the core values, such as market competition, so dependent upon confidence and credibility, for a fraction of the

current investment. IAE is now moving the acquisition community forward to a new data economy while supporting transparency.

Key accomplishments include:

- Helping agencies meet the requirements of the Federal Funding Accountability and Transparency Act (FFATA) of 2006. This act requires “the existence and operation of a single searchable website, accessible by the public at no cost to access” that includes information on each federal award. IAE was able to help agencies meet these requirements by leveraging existing solutions. Innovated re-use resulted in agencies being able to properly report data on the FFATA portal (www.usaspending.gov).
- GSA is the managing partner for IAE and the system steward for the Excluded Parties List System (EPLS), Federal Business Opportunities (FedBizOps), and the Federal Procurement Data System – Next Generation (FPDS-NG). These systems allow consolidated postings of federal procurement opportunities and recordings of federal procurement transactions.
- Through these common systems, GSA is better able to track and report on purchasing activities across federal agencies and ensure conformance with the Federal Acquisition Regulations (FAR).

Goals include:

- Increasing transparency through data sharing to enable better decisions in procurement, logistics, payment and performance assessment.
- Creating a simpler, common, integrated business process for buyers and sellers that promotes competition, transparency and integrity.
- Taking a unified approach to obtaining modern tools to leverage investment costs for business related processes.

Summary of Spending, Integrated Acquisition Environment

(Costs in Thousands)

	PY-1 and Earlier	PY 2009	CY 2010	BY 2011	Total
Planning					
Budgetary Resources	11,122	7,249	5,314	4,723	28,408
Outlays	11,122	9,390	5,314	4,723	30,549
Acquisition					
Budgetary Resources	1,622				
Outlays	1,622				
Operations & Maintenance					
Budgetary Resources	261,944	34,203	37,673	51,041	384,861
Outlays	261,944	44,302	37,673	51,041	394,960
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources		6,425	6,444	6,348	19,217
Outlays		6,425	6,444	6,362	19,231
TOTAL					
Budgetary Resources	\$ 274,688	\$ 47,877	\$ 49,431	\$ 62,112	\$ 434,108
<i>Outlays</i>	<i>274,688</i>	<i>60,117</i>	<i>49,431</i>	<i>62,126</i>	<i>446,362</i>

Summary of All Agency Contributions, Integrated Acquisition Environment

(Costs in Thousands)

Partner Agency Name	FY 2009		FY 2010		FY 2011	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
Agriculture	1,286	404		1,702		1,971
Commerce	190	204		390		201
Defense	5,090	20,705	5,510	26,563	0	26,385
Education	186	68		252		676
Energy	190	2,119		2,303		1,964
EPA	90	151		214		120
GSA	1,426	1,736	1,426	1,615	1,426	1,483
HHS	328	1,830		2,307		7,505
DHS	190	2,271		1,870		6,088
HUD	286	52		324		970
Interior	190	445		562		312
IAP	190	79		266		132
Justice	90	366		994		745
Labor	90	169		269		247
NASA	90	1,274		1,295		1,787
NARA				13		
NSF	13	0		107		46
NRC	90	19		8		7
OMB	0	6				
OPM	0	18		32		123
SBA	2,814	4	538	2,227	175	232
SSA	13	40		50		5,433
State	22	516		823		720
Transportation	286	150		558		908
Treasury	113	368		501		359
Veterans Affairs	122	1,500		1,796		2,097
TOTAL	\$ 13,384	\$ 34,493	\$ 7,474	\$ 47,041	\$ 1,601	\$ 60,511

USA Services

USA Services leverages a range of tools, including the Internet, e-mail, telephone and print publications, to make government more transparent, citizen-centric, and accessible to citizens. The mission of USA Services is to provide access points for citizens, businesses, other governments, and the media to easily obtain government information and services. USA Services also plays a leadership role and facilitates ongoing improvements in the methods used across government for citizen engagement.

Direct services to citizens include:

- A family of websites – USA.gov and GobiernoUSA.gov, the official portal to the Federal Government, pueblo.gsa.gov, kids.gov, consumeraction.gov, consumidor.gov, mymoney.gov, citizenservice.gov and webcontent.gov.
- National Contact Center, 1 (800) FED INFO.
- Pueblo, Colorado publication distribution center.
- E-mail and Web 2.0 technologies such as web chat and govgab.gov blog.

Government-wide leadership programs include:

- Providing agencies with fast, efficient, and economical contract vehicles for multi-channel contact center services, USA Contact.
- Continuing to conduct citizen research and focus groups to determine changes or new trends in expectations and preferred methods of communication with government.
- Managing online resource centers (www.CitizenServices.gov and www.webcontent.gov) which serve as central locations for all available information, best practices, tools, and other resources for creating, improving and measuring government citizen services activities.
- Providing communities of interest, training, and knowledge sharing for government employees that promote improvements in citizen services through activities like: Web Manager University, Government Contact Center Council, Web Managers Advisory Council, and the Intergovernmental Solutions office E-Government collaboration and communication efforts with state, local and international governments.

Key benefits include:

- Provide direct services to citizens through easily accessible channels that deliver accurate, consistent, and timely government information such as USA Contact, Tier 1, Misdirects, and Frequently Asked Question (FAQ) on USA.gov and 1-800 FED-INFO. Collectively these programs saved the Federal Government over \$91 million from 2005 -2008.
- Handle over 218 million projected citizen touchpoints (inquiries) in FY 2009 while at the same time reducing cost per touchpoint.
- Provide critical web skills training through Web Manager University to over 11,000 web managers and specialist to-date.
- Provide assistance and software tools to Federal agencies for estimating and analyzing the costs of creating and operating effective, efficient citizen contact centers and related citizen service activities.

Key accomplishments include:

- Answering 4,000 emergency calls for the State Department's Overseas Citizen Services line during the Mumbai crisis.
- Implementing News Aggregator on USA.gov.
- Releasing a new version of Citizen Services Cost Calculator.
- Continuing to expand and enhance new USA.gov Search Affiliate program.

Summary of Spending, USA Services
(Costs in Thousands)

	PY-1 and Earlier	PY 2009	CY 2010	BY 2011	Total
Planning					
Budgetary Resources					
Outlays					
Acquisition					
Budgetary Resources					
Outlays					
Operations & Maintenance					
Budgetary Resources	41,963	6,839	6,063	6,244	61,109
Outlays					0
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources	6,787	2,100	2,142	2,185	13,214
Outlays					0
TOTAL					
Budgetary Resources	\$ 48,750	\$ 8,939	\$ 8,205	\$ 8,429	\$ 74,323
<i>Outlays</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

Summary of All Agency Contributions, USA Services
(Costs in Thousands)

Partner Agency Name	FY 2009		FY 2010		FY 2011	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
State		320		330		340
Interior		117		120		124
DOL		31		33		33
FTC		10		10		10
HHS		953				
GSA	7,502	6	7,706	6	7,916	6
TOTAL	\$ 7,502	\$ 1,437	\$ 7,706	\$ 499	\$ 7,916	\$ 513

GSA as Participating Partner

GSA is a Participating Partner in eight E-Gov initiatives: (1) E-Rulemaking; (2) E-Training; (3) Recruitment One-Stop; (4) Human Resources Management Line of Business (HR LoB); (5) Electronic Human Resources Interface; (6) Geospatial Line of Business; (7) Financial Management Line of Business (FM LoB); and (8) Budget Formulation and Execution Line of Business (BFE LoB). The Business Gateway initiative was funded by the U.S. Small Business Administration in FY 2009 and FY 2010 from sources other than agency collections or fee-for-service and GSA is requesting permanent, appropriated funding for this initiative in FY 2011; as a result, GSA will no longer report this initiative as an e-Gov project.

Summary of Contributions, GSA as Participating Partner

(Dollars in Thousands)

	FY 2009 Actual	FY 2010 Current	FY 2011 Request
1. E-Rulemaking			
Working Capital Fund.....	\$ 122	\$ 59	\$ 517
2. E-Training			
Working Capital Fund.....	\$ 863	\$ 0	\$ 0
3. Recruitment One-Stop			
Working Capital Fund.....	\$ 78	\$ 81	\$ 83
4. Human Resources Management Line of Business			
Working Capital Fund.....	\$ 65	\$ 65	\$ 65
5. Electronic Human Resources Interface (eHRI)			
Working Capital Fund.....	\$ 134	\$ 317	\$ 297
6. Geospatial Line of Business			
Federal Buildings Fund.....	\$ 40	\$ 41	\$ 41
7. Financial Management Line of Business (FM LoB)			
Working Capital Fund.....	\$ 44	\$ 44	\$ 44
8. Budget Formulation and Execution Line of Business			
Working Capital Fund.....	\$ 95	\$ 105	\$ 105
Total, GSA as Participating Partner.....	\$ 1,441	\$ 712	\$ 1,152

E-Rulemaking

E-Rulemaking promotes collaborative efforts among Government agencies for the purpose of providing the public with a common, automated repository of Federal government policy and regulatory-related documentation at the *Regulations.gov* website. Dockets or rule-related materials are consolidated and centrally managed in a web-based environment, providing the public with one location for accessing public documents, and the opportunity to comment on these documents. Under the authority of Section 206 of the E-Government Act of 2002, this electronic docket management system is a key component of the Act's implementation plan.

GSA benefits from its participation in this effort by way of cost savings and reduction of duplicative efforts. Partner agencies are no longer operating individual online storage, retrieval, and public comment repositories; systems are now centralized. Increasing maintenance procedures will enhance operations in the near future by providing even more sophisticated and user-friendly tools for public use (e.g., search functionality and batch data retrieval).

E-Training

GSA has fully implemented On-Line University (OLU) as its e-training provider. OLU supports the development of GSA's workforce and enhances GSA's ability to attract, retain, and motivate its employees. Through OLU, employees have easy access to a robust, user friendly desktop learning medium that helps continuously educate and prepare them for current and future work. Over 1,200 courses covering a wide array of topics are available to employees through OLU.

Recruitment One-Stop

GSA uses the Office of Personnel Management's USAJobs portal as the public link to advertise vacancies at GSA. Use of this portal has simplified the process of locating and applying for Federal jobs. USAJobs delivers many benefits to potential job seekers including: improved job searching, clean, concise, understandable and appealing job announcements; a "create once" basic job resume that can be used to apply to multiple vacancies; a resume mining feature that allows fast, cost efficient candidate sourcing for Federal managers and human resources specialists; and on-line real-time application status tracking. In addition, GSA's portal to the OPM site GSAJobs provides human resource professionals with the ability to quickly rate and rank jobs, and supports GSA's ability to meet the OPM time-to-fill vacancies performance measure of 45 days.

Human Resources Management Line of Business (HR LoB)

The Human Resources Management Line of Business (HR LoB) initiative supports agencies achieving economies of scale through a shared service provider concept. Through the use of a private shared service provider, GSA will realize the benefits of "best-in-class" HR solutions for itself and its customers. Use of a shared service provider enables GSA to offer these services without the cost of developing and maintaining its own HR systems. In addition, use of a shared service provider affords employees and customers the opportunity to receive state-of-the-art, timely HR services from GSA. As the schedule provider and broker for HR LoB services, GSA is helping to shape a government-wide solution as well as benefit from best practices and lessons learned as developed by the government-wide task force.

Electronic Human Resources Interface

GSA submits the required Electronic Human Resources Interface (EHRI) data (HR, payroll and training data elements) to the Office of Personnel Management on a biweekly basis. These submissions allow OPM to have the basic HR data available on all Federal employees. The EHRI initiative also includes digitizing all employee Official Personnel Files (eOPF) and implementing their electronic access. GSA plans to implement this phase of EHRI, referred to as eOPF in FY 2008, which will give each employee access to his personnel folder online; will give HR Specialists and managers access to the needed HR data on employees to perform their functions more efficiently; and will eliminate the need for GSA to house the paper personnel files. The eOPF initiative is a critical component of the Office of Personnel Management's Retirement System Modernization initiative designed to equip employees with the information they need to more effectively plan their retirement.

Geospatial Line of Business (G LoB)

GSA is one of the agencies partnering with the Geospatial Line of Business (G LoB) to support the coordinated approach to producing, maintaining, and using geospatial data within the Federal government. This approach will allow GSA to review and potentially leverage existing geospatial data created by the Managing Partner Agency (U.S. Department of the Interior) and LoB partner agencies, rather than initiating potentially redundant and costly business-driven geospatial analysis within the agency. GSA has actively participated in geospatial data collection efforts and agency response coordination as well as provided feedback on strategy and approach to establish a baseline for benchmarking and measuring geospatial costs and anticipated efficiencies.

GSA's participation and collaboration with the Geospatial LoB closely supports the agency's mission of helping "federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services, and management policies." GSA fully supports the efforts of the G LoB and promotes a common solutions approach to Geospatial activities which is likely to facilitate additional benefits in the coming years as the LoB further establishes itself within the Federal community.

Financial Management Line of Business (FM LoB)

The Financial Management Line of Business (FM LoB) improves the cost, quality, and performance of financial management services by leveraging shared services solutions and implementing other Government-wide reforms that foster efficiencies in Federal financial operations. The FM LoB builds on the premise that all agencies will converge into common standard financial business processes and advances seamless integration and data exchanges with all other Lines of Business, as well as other service areas, such as grants management and travel. The emphasis of the FM LoB on the development of common services through greater standardization and clearly defined business processes will drive Federal financial management towards business process improvements, as opposed to pure technology and systems improvements.

Budget Formulation and Execution Line of Business (BFE LoB)

The focus of the Budget Formulation and Execution Line of Business (BFE LoB) is to build a “budget of the future” by promoting information sharing across government agency budget offices and building a “community of practice.” With this collaboration, the budget community can start to identify best practices for all aspects of budget formulation and execution. The BFE LoB strives to find solutions that link budget formulation, execution, planning, performance, and financial information. Areas of particular interest include technology, budget performance integration, data collection and tracking, financial management integration, and human capital.

Initiative goals include (1) improving the integration and standardized exchange of budget, planning, performance measurement, and financial management data and activities across government; and (2) enhancing capabilities for aligning program budgets, costs, and performance metrics.

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